



# Built for Zero Canada Quarterly Update

October 30, 2019

# Today's Presenters



Marie Morrison  
Director, BFZ-C



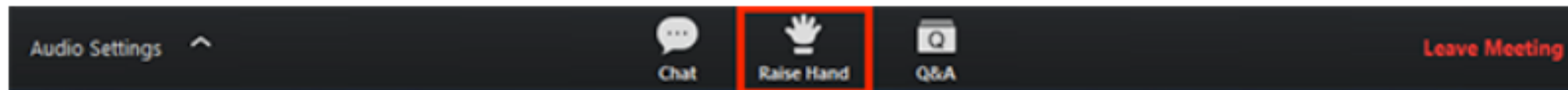
Jessica Brunet  
Data Advisor



This project is funded in part by Veteran Affairs Canada and Employment and Social Development Canada.

# Webinar Instructions

1. Today's webinar is being recorded:
  - Recording will be sent out later today to all those registered
  - Will be included in next week's BFZ-C Updater Newsletter
  - Will also be posted at <https://bfzcanada.ca/> under "Campaign Resources" under "Webinars" under "Archived Webinars"
2. Everyone is muted
3. Ask questions throughout
  - Type in question box



# Agenda

## 1. Activity Highlights June – October 2019

- New BFZ-C Communities
- Release of New Coordinated Access Scorecard 2.0
- BNL/CA Training and Technical Assistance Launch
- CAEH19 Conference
- Veteran Cohort
- Definition Clarity
- Leaning Into HIFIS
- New Resources

## 2. Community and Campaign Progress June – October 2019

## 3. Upcoming Sneak Peeks

## 4. Questions

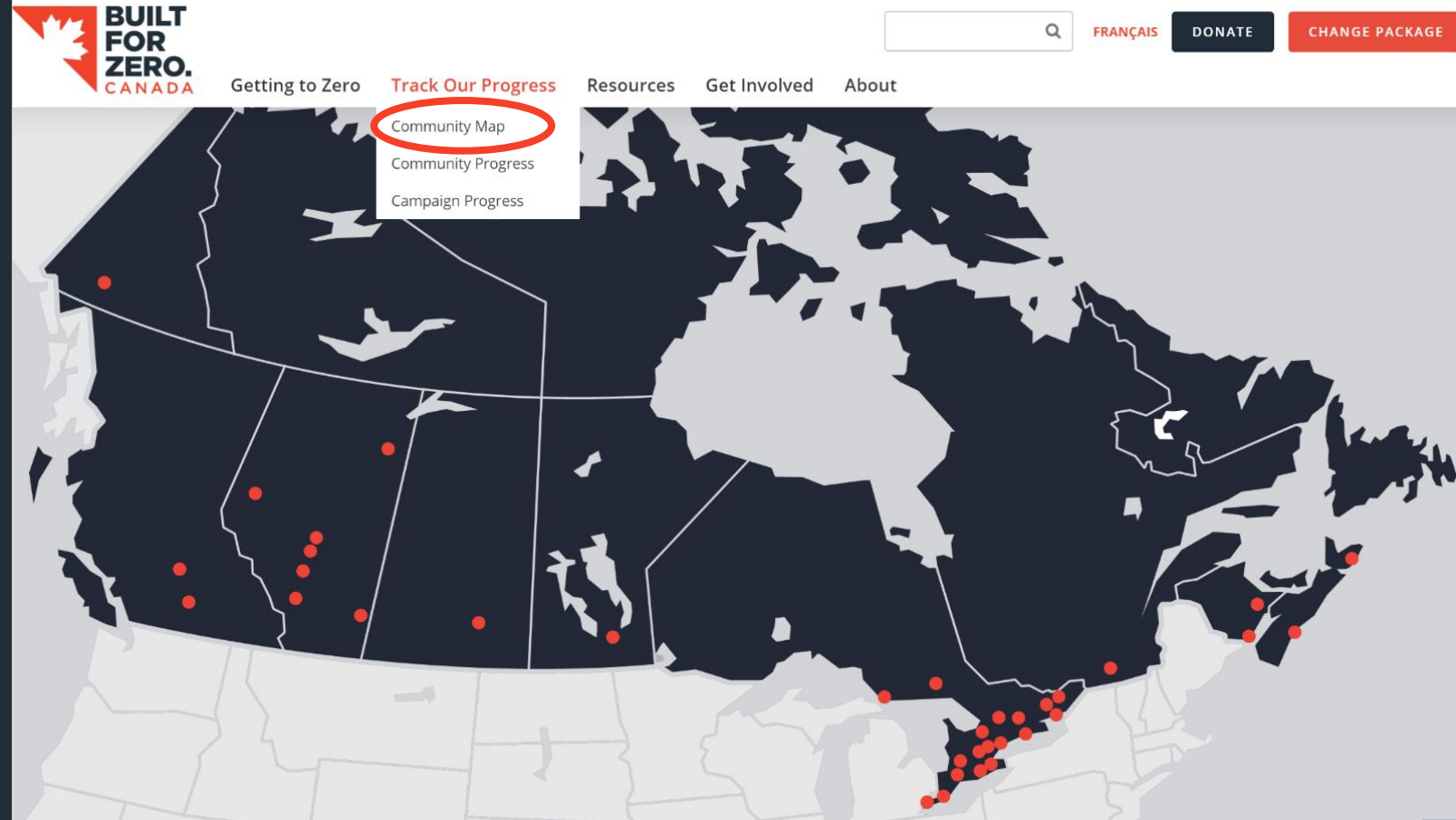


**SNEAK  
PEEK**

# BFZ-C Activity Highlights

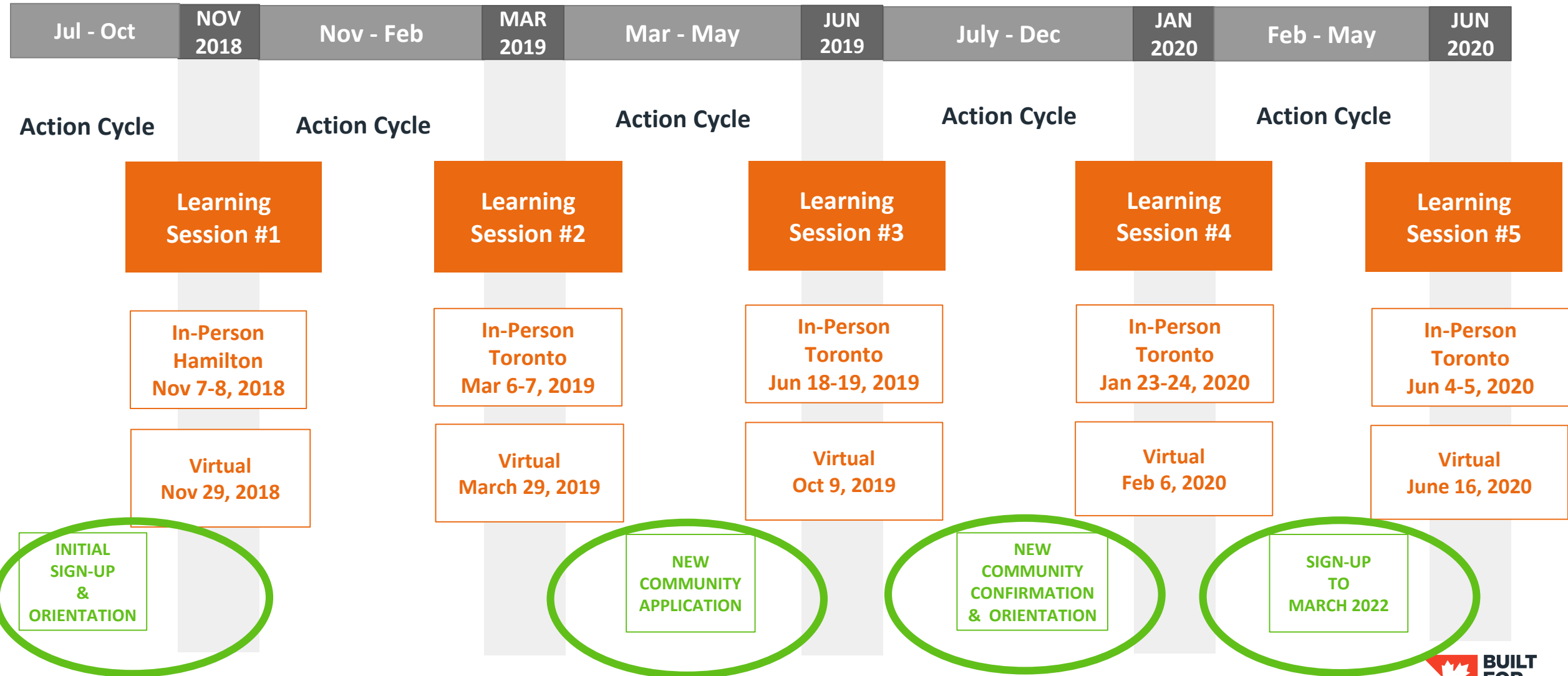
## June – October 2019

# New BFZ-C Communities



**Built for Zero Canada joins forces with nine new communities to end chronic homelessness**

# BFZ-C Timeline 2018 - 2020





# BFZ-C Communities By Province

**9 New Communities** for a total of 33 Communities (7 Provinces & 1 Territory)

Province	Participating Communities (12)
Yukon	Whitehorse
BC	<b>Penticton, Kelowna</b>
Alberta	Edmonton, Fort McMurray, Medicine Hat, Red Deer
Manitoba	<b>Winnipeg</b>
New Brunswick	Moncton & Saint John
Newfoundland	<b>St. John's</b>
Nova Scotia	Halifax

Province	Participating Communities (21)	
Ontario	Brantford	Peel Region
	Chatham-Kent	Peterborough
	Dufferin County	Sault Ste. Marie
	<b>Durham Region</b>	Simcoe County
	Guelph-Wellington	Stratford-Perth-St. Marys
	Hamilton	Sudbury
	Kawartha-Haliburton	Toronto
	<b>Kingston</b>	Waterloo Region
	<b>London</b>	Windsor-Essex
	<b>Niagara Region</b>	<b>York Region</b>
	Ottawa	
<u>On-Deck</u>		
Lambton		
Northumberland		
Timmins		



# Coordinated Access Scorecard 2.0 Launch



# Coordinated Access Scorecard Launch

- Developed in consultation with BFZ-C communities and partners over April – June 2019
- Launched through July 18<sup>th</sup> Webinar – [Recording](#) and [PDF PowerPoint](#)
- Communities asked to take the new [CA Scorecard 2.0](#) to get a baseline by September 20 – extended to October 18.
- [Coordinated Access Scorecard 2.0 Guide](#) continues to be updated.

# CA Scorecard 2.0

## COORDINATED ACCESS (CA) SCORECARD: **Community Name**

[LINK TO CA SCORECARD 2.0 GUIDE](#)

**Note:** Each question heading in this scorecard is linked to the relevant section in Guide. Links to additional detail in Guide is provided below scorecard question heading.

**SCORING NOTE:** For each question, a community must respond positively to all Reaching Home (RH) questions AND Basic questions to receive a point toward Basic Quality. Likewise, a community must have a point toward Basic Quality in order to receive a point toward Advanced Quality.

REACHING HOME (RH)	BASIC QUALITY	ADVANCED QUALITY	DATE LAST UPDATED:
0 / 10	0 / 20	0 / 22	

1. GOVERNANCE	CURRENT STATUS
---------------	----------------

Additional details in Guide: [RH Requirements](#)   [Basic](#)   [Advanced](#)   [Tips & Resources](#)

**1.1 Has your community identified a governance model and lead organization for implementation and ongoing management and operation of your CA? (RH, Basic)**

- Lead organization identified (RH, Basic)
- Governance model identified (RH, Basic)
- Governance model is documented (Basic)
- Governance model is operating (Basic)
- Governance model allows for timely decisions on CA matters (Basic)

RH:	0
Basic:	0

**1.2 Has your community ensured that your CA policies are: (Advanced)**

(Note: required RH policies are included in Q11, Q13, Q16 and Q19)

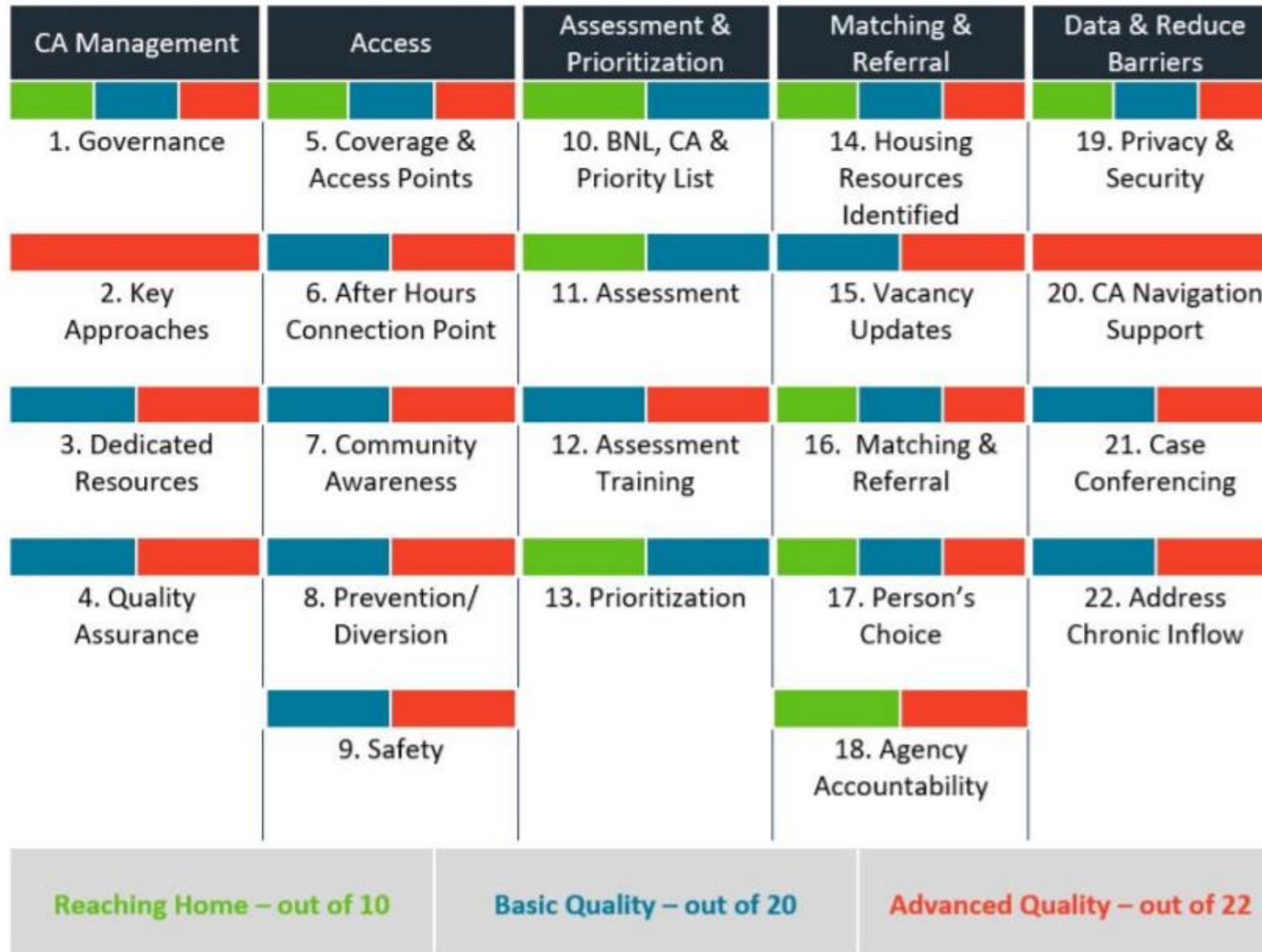
- Written in plain language
- Publicly available

Advanced:	0
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# CA Scorecard 2.0



# CA Scorecard 2.0 Confirmation Process

DATE REACHING HOME SCORE CONFIRMED BY IA (10/10 and notes)	DATE BASIC QUALITY SCORE CONFIRMED BY IA (20/20 and notes)	DATE PROVIDER PARTICIPATION TOOL CONFIRMED BY IA	DATE REACHING HOME COORDINATED ACCESS ACHIEVED	DATE BASIC QUALITY COORDINATED ACCESS ACHIEVED

- Once a community self-assesses with 10/10 or 20/20, they review their Scorecard and Provider Participation Tool with their IA
- CA policies are reviewed by their IA to ensure they include everything in the [Reaching Home Required Policies and Protocols Checklist](#)
- Date achieved is recorded in the communities Performance Management Tracker CA Scorecard tab
- Celebration!

# BNL/CA Training and Technical Assistance Launch



**By-Name List/  
Coordinated Access  
Training and Technical  
Assistance Launch Webinar**

**September 5, 2019**



# Ending Homelessness in Canada



## The Canadian Alliance to End Homelessness

The CAEH leads a national movement of individuals, organizations and communities working together to end homelessness in Canada.

[caeh.ca](http://caeh.ca)



## National Conference on Ending Homelessness

Join us in Edmonton for the 2019 National Conference on Ending Homelessness.

[conference.caeh.ca](http://conference.caeh.ca)



## Built for Zero Canada

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.

[bfzcanada.ca](http://bfzcanada.ca)



## Training & Technical Assistance

Helping communities and organizations end homelessness with expert training and technical assistance.

[training.caeh.ca](http://training.caeh.ca)



## Allied Networks

The CAEH supports several allied networks working toward our shared mission of ending homelessness.

[caeh.ca](http://caeh.ca)



Between 2019 and 2022 fiscal years, the CAEH will provide By-Name List (BNL) and Coordinated Access (CA) Training and Technical Assistance to 57 Reaching Home Designated Communities (DCs)



**Clients:**

28 DC's

**Approach:**

- 2 Learning Sessions/year
- 6 Month Action Cycles
- Individual/Group Coaching
- Contracted partner support
- Change package tools
- BFZ-C Newsletter

**Clients:**

DC's NOT in BFZ-C

**Approach:**

- On-site training and TS
- Follow-up
- Post-training calls
- Virtual coaching and support

**Support:**

- OrgCode potential
- additional on-site training

\* Available to all communities (Reaching Home or not)

# BNL/CA Webinar Series 2019/20



<https://training.caeh.ca/webinars/>

- BNL/CA 101: Sept 19 – 1:00 ET (Marie Morrison)
- Governance: Oct 4 – 1:00 ET (Wally Czech)
- Access: Oct 31 – 1:00 ET (Iain De Jong)
- Assessment: Dec 20 – 2:30 ET (Iain De Jong)
- Prioritization: Jan 2 - 1:00 ET (Iain De Jong)
- Matching & Referral: Feb 4 - 1:00 ET (Iain De Jong)
- Data and Improvement: March 5 – 1:00 ET (TBD)
- HMIS & BNL/CA: April 2 – 1:00 ET (TBD)

# BNL/CA Community of Practice Calls



Generally the 2<sup>nd</sup> Thursday of each month at 1:00 ET

- October 10 - Getting Started with BNL/CA
- November 14 - TBD
- December 12 - TBD
- Etc.

<https://training.caeh.ca/webinars/>

# Fee for Service Consultancy

## Access to affordable and expert training



- Designated Communities
  - Those wanting additional BNL/CA training beyond allotted complimentary time
  - Those looking for training outside of BNL/CA
- All other communities or organizations



- Various topics
  - BNL/CA, HF, Fidelity, other best practices (eg. CTI, MI, AE, HR)
  - Consultation, coaching, program development/evaluation
- Tailored support based on your needs and pre-training assessment work.

# Further Information on the Website

<https://training.caeh.ca/>



OUR APPROACH

TRAINING

WEBINARS

ABOUT US

DONATE

CONTACT



# CAEH Training & Technical Assistance

Providing the **expert training, coaching, consultation and support** for ending homelessness in communities across Canada.

TRAINING SESSIONS WE'VE DELIVERED TO-DATE: **189**

Sign up for the CAEH newsletter and stay up to date on the latest news from the CAEH TTA

SUBSCRIBE



# Conference



# CAEH19 BNL/CA Conference Stream

	Session Title	Presenter(s)	Date & Time	Audience
1.	<b>By-Name List &amp; Coordinated Access 101</b>	CAEH Staff	Mon Nov 2 <sup>nd</sup> 10:30-Noon	Beginning
2.	<b>Building Will and Leading Change in Coordinated Access</b>	CAEH, Saint John, Peterborough	Mon Nov 2 <sup>nd</sup> 2:00-3:30pm	Beginning
3.	<b>Beyond Implementation of Coordinated Access: Using Data for Continuous Improvement in Large Urban Centres</b>	Edmonton & Toronto	Mon Nov 2 <sup>nd</sup> 1:30-3pm	Advanced
4.	<b>Access and Assessment</b>	OrgCode	Mon 3:30-5pm	Beg & Adv
5.	<b>Prioritization, Matching and Referral</b>	OrgCode	Tues Nov 3 <sup>rd</sup> 10-11:30am	Beg & Adv
6.	<b>Driving Reductions and Reaching Functional Zero</b>	Medicine Hat, Guelph-Wellington, Kawartha-Haliburton	Tues Nov 3 <sup>rd</sup> 10-11:30am	Advanced
7.	<b>Case Conferencing as Part of CA</b>	CAEH Staff	Tues 1:30-3pm	Advanced
8.	<b>Leveraging HIFIS 4 in the Quest for Functional Zero: A Rural Communities Experience</b>	Chatham-Kent	Tues Nov 3 <sup>rd</sup> 3:30-5pm	Beg & Adv
9.	<b>Common Assessment Tools Café</b>	Variety	Wed Nov 4 <sup>th</sup> 10-11:30am	Beg & Adv
10.	<b>Safe, Inclusive and Culturally Appropriate CA</b>	Peterborough, Stratford, +	Wed Nov 4 <sup>th</sup> 10-11:30am	Beg & Adv



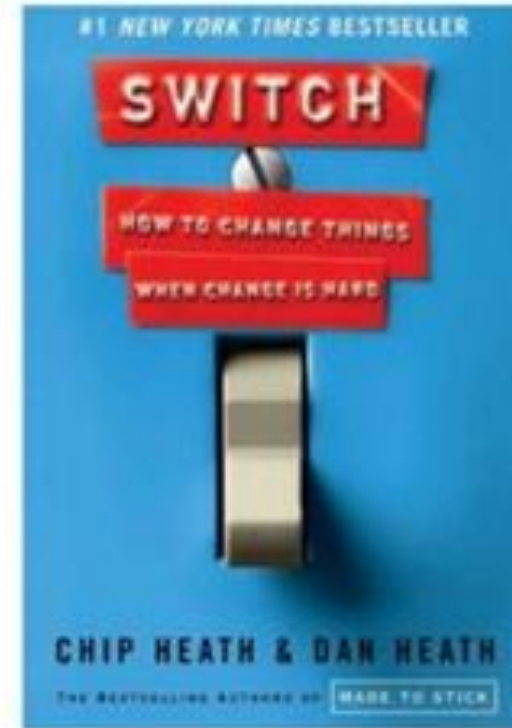
# Dan Heath Switch Workshop at CAEH19



Presents

**Dan Heath**

Co-Author of Four  
New York Times  
Bestselling Books,  
Including Switch



For Built for Zero Communities and Partners  
Tuesday, November 5<sup>th</sup> from 10:00 – 11:30 AM in Edmonton

[Register Here](#)

# Can't Attend CAEH19?

There are two ways that you can access information from the National Conference on Ending Homelessness taking place November 4-7 in Edmonton.

- 1. Keynote sessions will be live-streamed** - Tune into CAEH [Facebook Live](#) during November 4-6 to hear the [keynote speakers](#).
- 2. Conference materials will be available on the CAEH website** - about a month after the conference, you will be able to access most presentations on-line.

# Ending Homelessness Veteran Cohort





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

# Why Focus on Ending Veteran Homelessness

- Veterans are a small and well-defined population for which we can rapidly build proof-points and test approaches for ending homelessness.
- There is strategic value in ending veteran homelessness to:
  - Further engage the federal government in ending homelessness by focusing in an area with clear federal accountability
  - Build proof-points and test infrastructure for ending homelessness
  - Continue to build public support for ending homelessness
  - Instill confidence in local efforts and partnerships

[CAEH receives federal funding to help end veteran homelessness in Canada](#)

# Veteran Cohort Starting January 2020

- Commit to functional zero veteran homelessness
- Collect veteran data as part of your current BNL
- Submit monthly veteran data
- Achieve a quality Veteran By-Name List
- Take proactive measures to engage local veteran services and Veterans Affairs Canada
- Take on Improvement Projects to functionally end veteran homelessness



# Next Steps

- Announcement of participating communities Remembrance Week
- Amendment for BFZ-C and Community Agreement to add Veteran Cohort
- Veteran Resources and Progress Tracking on BFZ-C Website
- Test Materials
  - Data Reporting Form
  - Veteran By-Name List Scorecard Addendum
  - Performance Management Tracker
- Engage Veteran Organization Partners
- Officially launch Veteran Cohort at January 2020 Learning Session
- Veteran Cohort Community of Practice Calls in February and March 2020



# Signed-Up for Veteran Cohort To-Date

(Sign-up closes Oct 31 – still waiting to hear from 4 communities)

- Chatham-Kent
- Fort McMurray
- Hamilton
- Kingston
- London
- Moncton
- Peel Region
- St. John's

# Clarifying Definitions



# Functional Zero Veteran Homelessness

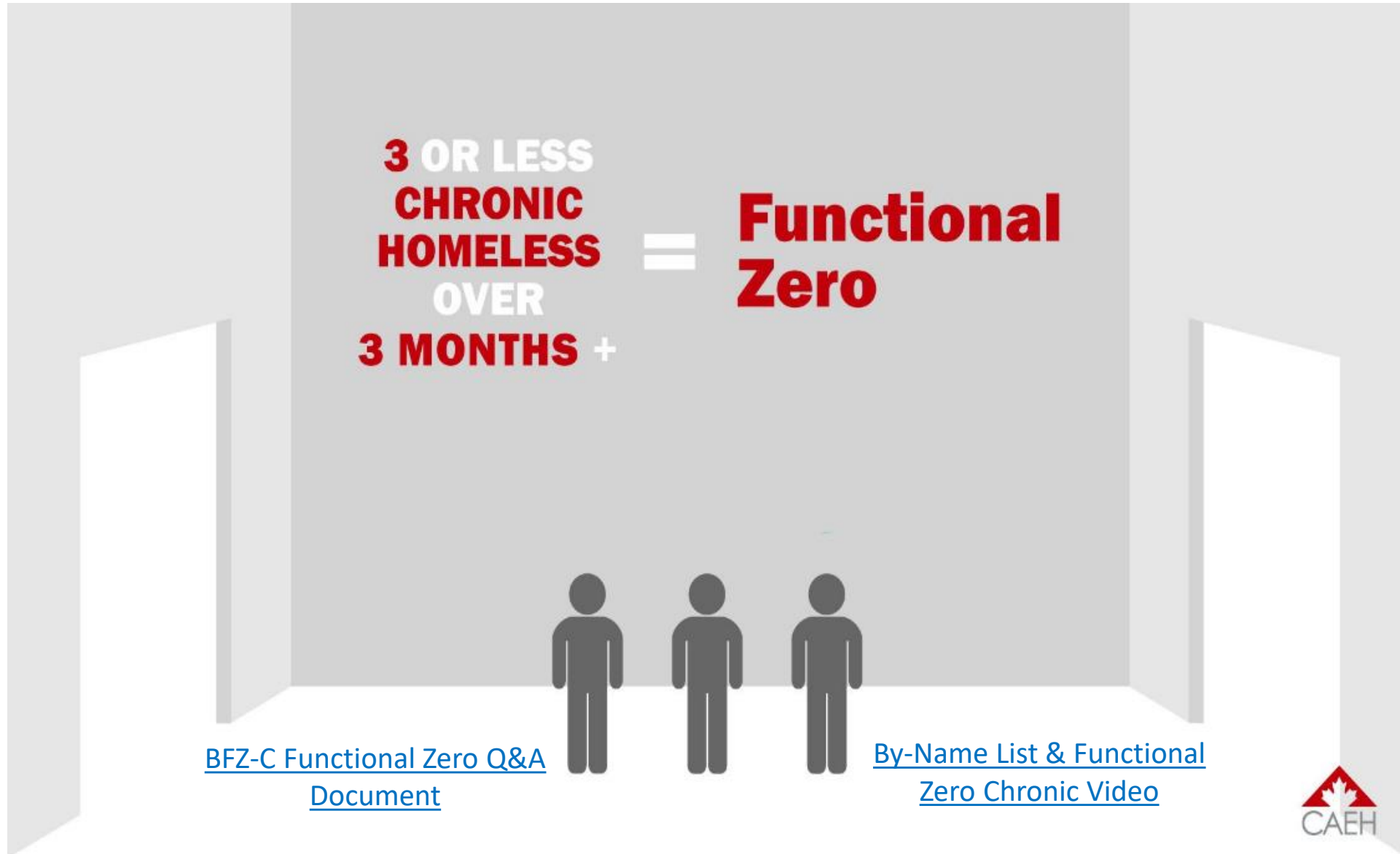
A community has ended veteran homelessness when the number of veterans experiencing homelessness is less than the number of veterans a community has proven it can house in a month.



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

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

# Functional Zero Chronic Homelessness



# Comparison of Functional Zero Definitions

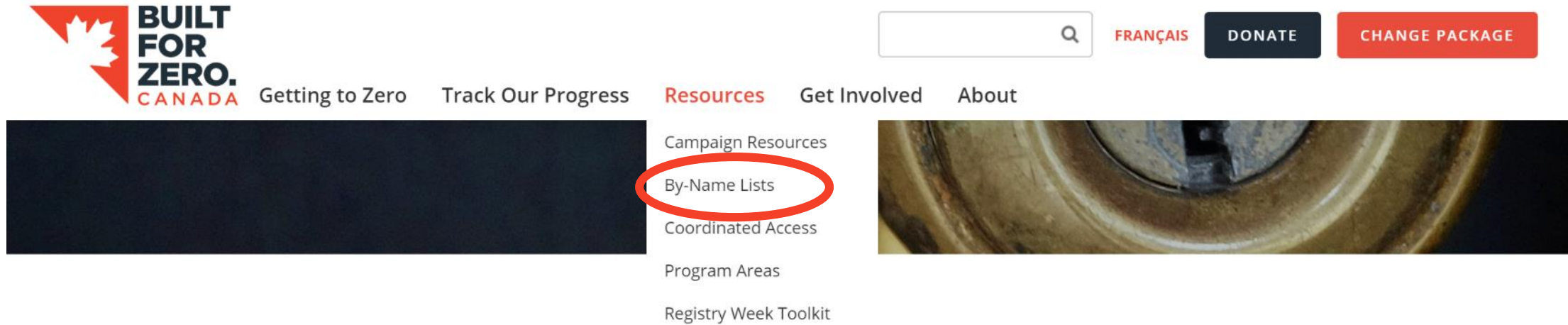
	Chronic	Veteran
Measured Through a Quality By-Name List	✓	✓
Requires a Baseline	✓	✓
Reached & Sustained for at Least 3 Months	✓	✓
Functional Zero	Three or less chronic homeless (if under 4,000 active homeless)	Number homeless is less than average proven to house each month

# Leaning Into HIFIS



**HIFIS**

# HIFIS on BFZ-C Website



**BUILT FOR ZERO. CANADA** Getting to Zero Track Our Progress **Resources** Get Involved About

- Campaign Resources
- By-Name Lists**
- Coordinated Access
- Program Areas
- Registry Week Toolkit

FRANÇAIS DONATE CHANGE PACKAGE

## BY-NAME LISTS

The information and resources here are intended to answer questions and support your community to develop and sustain a quality By-Name List on your journey to ending chronic homelessness.

Keep checking back here as we will be regularly updating materials and adding further resources.

What is a By-Name List?



# HIFIS on BFZ-C Website

## BY-NAME LISTS

The information and resources here are intended to answer questions and support your community to develop and sustain a quality By-Name List on your journey to ending chronic homelessness.

Keep checking back here as we will be regularly updating materials and adding further resources.

<a href="#">What is a By-Name List?</a>	⇅
<a href="#">10 Steps to Create and Use a By Name List</a>	⇅
<a href="#">By-Name List Scorecard 2.0 &amp; Tools</a>	⇅
<a href="#">Privacy, Consent and Data Sharing</a>	⇅
<a href="#">Homeless Individual and Family Information System (HIFIS)</a>	⇅
<a href="#">By-Name List Sample Excel Spreadsheets</a>	⇅
<a href="#">Sample Data Dashboards</a>	⇅
<a href="#">Coordinated Access – How It Connects</a>	⇅

# HIFIS on BFZ-C Website

Reaching Home



Homeless Learning Hub



ACRE



Drop Box



## Homeless Individual and Family Information System (HIFIS)

HIFIS is a Homeless Management Information System (HMIS) that can be used to collect, hold, manage and report on your By-Name List. HIFIS is expecting to add increased By-Name List and Coordinated Access functionality by April 2020. This section is intended to serve as one-stop for all things HIFIS 4 related.

- **HIFIS on the federal Employment and Social Development Canada (ESDC) website**
  - **HIFIS Brochure**
  - **HIFIS Overview Presentation** (Jan 2019)
  - **Updates on HIFIS Use in Canada** (Sept 2019)
  - **Updates on HIFIS Services and Supports** (Sept 2019)
  - **HIFIS Client Support Centre** – e-mail [support@hifis.ca](mailto:support@hifis.ca) or phone 1-866-324-2375 (open Monday to Friday 7:00 am – 5:00 pm ET)
  - **HIFIS 4 Demo site** – for a hands on look at what HIFIS can do
  - **Reaching Home Directives on HIFIS** (see end of Section #4 – Coordinated Access) -requirements for Reaching Home Designated Communities
  - **Sign-up for Reaching Home Newsletters:**
    - Reaching Home Newsletter – for monthly information on Reaching Home, HIFIS, and other homelessness-related issues – subscribe at [ESDC.ISSD.RHInfo-infoVCS.DGRSDS.EDSC@hrsdc-rhdcc.gc.ca](mailto:ESDC.ISSD.RHInfo-infoVCS.DGRSDS.EDSC@hrsdc-rhdcc.gc.ca)
    - HIFIS Newsletter – with more detailed HIFIS info (first one expected this winter) – subscribe at [info@HIFIS.ca](mailto:info@HIFIS.ca)
- **Homelessness Learning Hub** – get access to all HIFIS information by using search function (top right) – current resources include:
  - **Webinars:** Case Management | User Rights | Housing Placements
  - **Tutorials:** Client Information Menu | Creating a Client Record | Logging In and Out of HIFIS
  - **Courses:** How to Use HIFIS and Its Functionalities | Get Started on HIFIS Implementation | How to Install and Configure HIFIS (coming Oct 2019)
  - **Guides:** Four new guides (Implementation, Installation, Configuration, and User Guide) – coming October 2019!
- **ACRE Consulting** – HIFIS 4 resources including a collection of nearly **60** reports available for free. ACRE also occasionally posts advice about best practices, new features, and tutorials. They also offer fee for service training, report development and other supports to implement HIFIS 4.
  - Download some free reports ( <https://www.acreconsulting.ca/product-category/reports/> )
  - Sign-up for ACRE Consulting's mailing list ( <https://www.acreconsulting.ca/contact/> ) to receive updates and new materials.
  - A growing collection of HIFIS 4 Resources <https://www.acreconsulting.ca/resources/> including Privacy Impact Assessments, Data Sharing Agreements, Consent forms, User Agreements, and more
  - **Data Sharing and Privacy in HIFIS 4** (2018) – a 30-page document outlining what is shared and what isn't.
  - A HIFIS 4 FAQ section <https://www.acreconsulting.ca/faq/hifis-4-faqs/>
  - Online training for you, and for your front-line staff <https://www.acreconsulting.ca/e-learning/>
- **HIFIS Resource Drop-Box** – for the last year and a half, the City of London has hosted a shared Dropbox, where 45 communities across Canada have been sharing HIFIS-related resources. Content includes reports for both HIFIS 3.8 and HIFIS 4.0; Data Sharing Agreements; policies, procedures and job aids; training materials; and service-level contracts. If you would like to gain free access to the shared dropbox, please email [jrivard@london.ca](mailto:jrivard@london.ca).

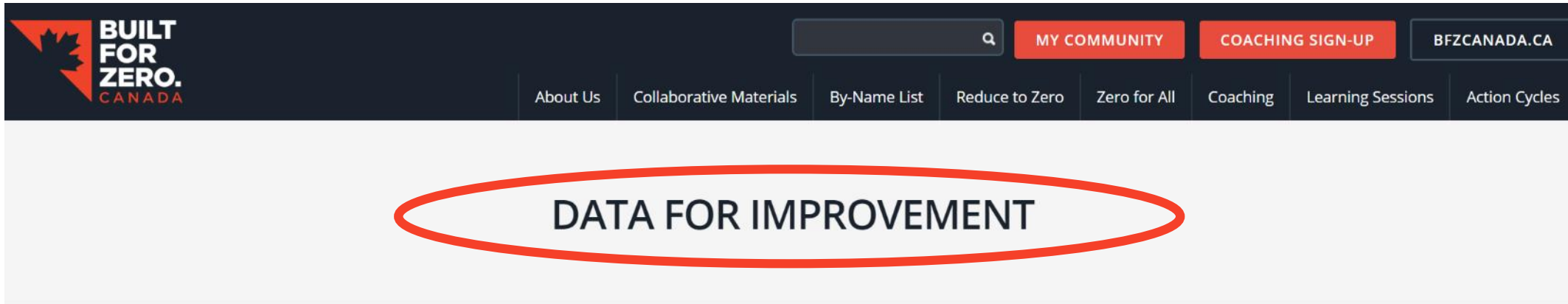
# HIFIS in the Change Package

The screenshot shows the top navigation bar of the Built for Zero Canada website. The logo is on the left. The navigation menu includes: About Us, Collaborative Materials (highlighted in red), By-Name List, Reduce to Zero, Zero for All, Coaching, Learning Sessions, and Action Cycles. A dropdown menu is open under 'Collaborative Materials', listing: Building the Will, Data for Improvement (circled in red), Human Centered Design, Quality Improvement Basics, Facilitating for Outcomes, and Systems Improvement Engine. To the right of the navigation bar are buttons for 'MY COMMUNITY' and 'COACHING SIGN-UP', and a search bar with the text 'BFZCANADA.CA'.

SELECT YOUR COMMUNITY IN THE LIST BELOW TO ACCESS YOUR DASHBOARD

<b>Brantford</b>	<b>Chatham-Kent</b>	<b>Dufferin County</b>	<b>Durham Region</b>
<b>Edmonton</b>	<b>Fort McMurray</b>	<b>Guelph-Wellington</b>	<b>Halifax</b>

# HIFIS in the Change Package



## Strategies

[Data Support](#) | [Reporting Data](#) | [Data Reporting Progress](#) | [Understanding Data](#) | **HIFIS**

## 1 | Data Support

"I need direction to perfection. Help me out." – The Killers, *All These Things That I've Done*

### 1:1 SUPPORT

For any community seeking answers to data specific questions or looking for more one-on-one data support, contact Data Advisor, Jessica Brunet directly ([jessica@caeh.ca](mailto:jessica@caeh.ca)) to set up a meeting – no sign-up needed.

Here are some of the supports offered:

#### **Training:**

- Tailored training for new team members and seasoned team members alike on the six data points, data balancing, and monthly reporting.

## COLLABORATIVE MATERIALS

[Building the Will](#)

[Data for Improvement](#)

[Human Centered Design](#)

[Quality Improvement Basics](#)

[Facilitating for Outcomes](#)

[Systems Improvement Engine](#)

# HIFIS in the Change Package

- Step Three: Scale down the bright spot / challenge into a test of change and complete a tried-and-true PDSA cycle to determine if you can replicate the bright spot or solve the challenge.

To learn more about the [high and low value method](#) and how to scale down your data analysis into a PDSA cycle, check out the [Data Analysis - High and Low Value Method](#).

## 5 | HIFIS

Find one-stop HIFIS information on the BFZ-C website under [By-Name Lists](#).

Sign-up for BFZ-C HIFIS Coaching with ACRE (pre and post-implementation options) [HERE](#).

BFZ-C participating communities [HIFIS 4 Implementation Progress](#).

BFZ-C participating communities [HIFIS Contact List](#).

[About Us](#)  
[Collaborative Materials](#)  
[By-Name List](#)  
[Reduce to Zero](#)  
[Zero for All](#)  
[Coaching](#)  
[Learning Sessions](#)  
[Action Cycles](#)



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CONTACT US



# BFZ-C HIFIS Coaching



  [MY COMMUNITY](#) [COACHING SIGN-UP](#) [BFZCANADA.CA](#)

[About Us](#) [Collaborative Materials](#) [By-Name List](#) [Reduce to Zero](#) [Zero for All](#) [Coaching](#) [Learning Sessions](#) [Action Cycles](#)

## MY COMMUNITY

SELECT YOUR COMMUNITY IN THE LIST BELOW TO ACCESS YOUR DASHBOARD

<a href="#">Brantford</a>	<a href="#">Chatham-Kent</a>	<a href="#">Dufferin County</a>	<a href="#">Durham Region</a>
<a href="#">Edmonton</a>	<a href="#">Fort McMurray</a>	<a href="#">Guelph-Wellington</a>	<a href="#">Halifax</a>

# BFZ-C HIFIS Coaching

## Monthly HIFIS 4 Call – Pre-Implementation

ACRE – Ali Ryder

- October 21, 2019 – User Rights
- November 15, 2019 – Accessing Client File and Data Sharing
- December 6, 2019 – PiT/Registry in HIFIS 4

[SIGN UP](#)

(See recordings and notes from past calls in the **Action Cycle** section)

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## Monthly HIFIS 4 Call – Post-Implementation

ACRE – Ali Ryder

- October 25, 2019 – Street Outreach Options in HIFIS 4
- November 15, 2019 – Community Sharing – Working on Getting Our 6 BNL Data Points out of HIFIS 4 And What We Have Learned Along the Way
- December 6, 2019 – PiT/Registry in HIFIS 4

[SIGN UP](#)

(See recordings and notes from past calls in the **Action Cycle** section)



# New Resources Over the Last Quarter



# BFZ-C Updated/New Resources Over Last Quarter

## Updated/New Materials Released:

- Updated [Registry Week Toolkit](#) page on BFZ-C website under “Resources”
- Updated Change Package [Data for Improvement](#) page
- New Section on Libraries in [Partnering With Other Systems](#) on BFZ-C website under Resources – “Program Areas”
- New resources on website throughout
- Updated Performance Management Tracker and Scorecard and Tools document

## New Webinars:

- Ending Chronic Homelessness (Tamarack) – July 4, 2019 - [Recording](#) and [PowerPoint PDF](#)
  - Guelph-Wellington, Kawartha-Haliburton and Medicine Hat
- Ending Chronic Homelessness (CHRA) – October 10, 2019 - [Recording](#) and [PowerPoint PDF](#)
  - Edmonton, Guelph-Wellington, and Kawartha-Haliburton

## New Blogs:

- [Bright Spot: Chatham-Kent is getting to the bottom of its chronic homeless numbers](#) (June 17)
- [Bright Spot: Chatham-Kent reduces chronic homelessness by 37% in 6 months](#) (July 16)
- [Data Corner: Building a data-driven culture to help solve homelessness](#) (July 30)
- [Bright Spot: Edmonton achieves 15% reduction in chronic homelessness](#) (August 12)
- [Data Corner: The key to good data is definitions](#) (August 21)

# Community and Campaign Progress June - October 2019

# Campaign Cohorts & 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



# BFZ-C Progress on the Website



**BUILT FOR ZERO CANADA**  
BEGINNING THE END OF HOMELESSNESS IN CANADA

**11**

COMMUNITIES WITH QUALITY REAL-TIME DATA

**4**

COMMUNITIES REDUCED CHRONIC HOMELESSNESS

**0**

COMMUNITIES REACHED FUNCTIONAL ZERO CHRONIC

**0**

COMMUNITIES SUSTAINING FUNCTIONAL ZERO CHRONIC

# By-Name List

## By-Name List

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

11/11  
BNL SCORECARD

+

RELIABLE BNL DATA

+

BASELINE

# New QBNL - Dufferin County

## CHRONIC ACTIVE HOMELESS DASHBOARD

NUMBER OF CHRONIC ACTIVE HOMELESS  
IN MOST RECENT REPORTED MONTH

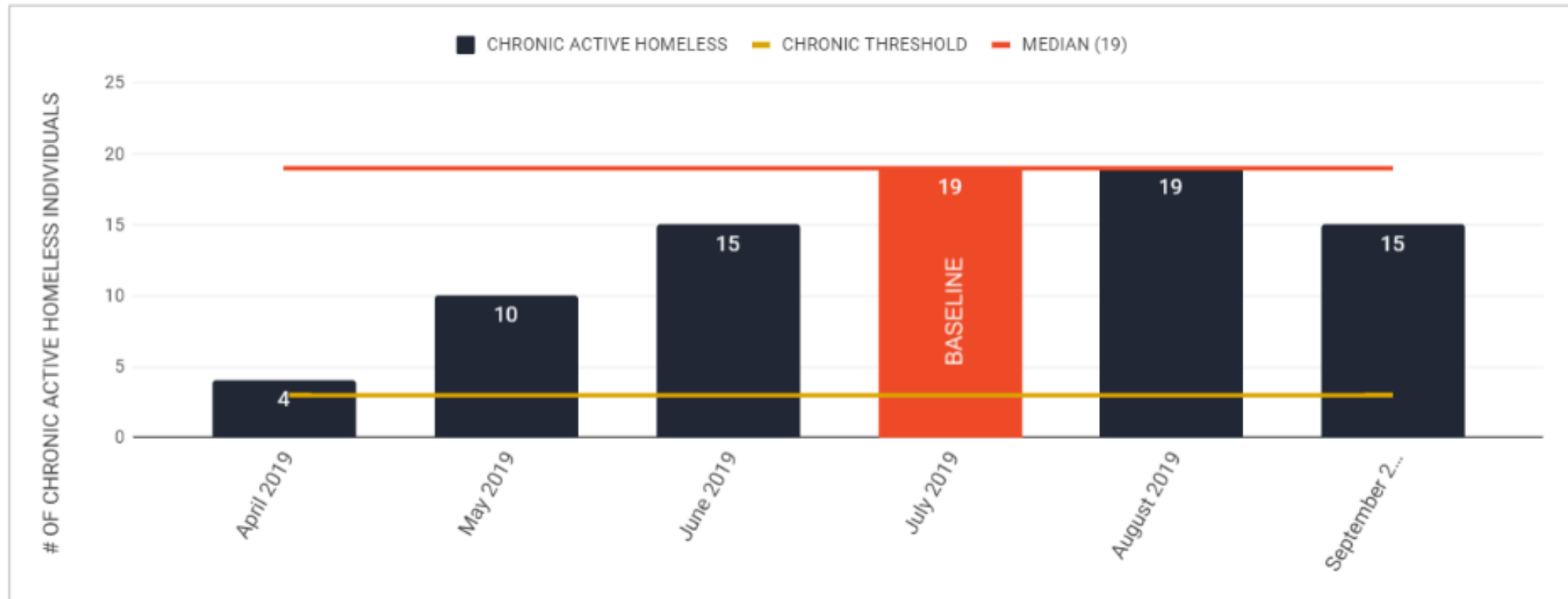
15

CHRONIC ACTIVE HOMELESS  
BASELINE

19

CHRONIC ACTIVE HOMELESS THRESHOLD  
FOR FUNCTIONAL ZERO

3





# By-Name List Scorecard 2.0 Quarterly Baseline

## Identified Basic 11/11 – Awaiting Confirmation/Data/Baseline

- Moncton, Peterborough, Red Deer, Stratford-Perth-St. Marys

## Getting Close: Scoring 8-10 on BNL Scorecard 2.0

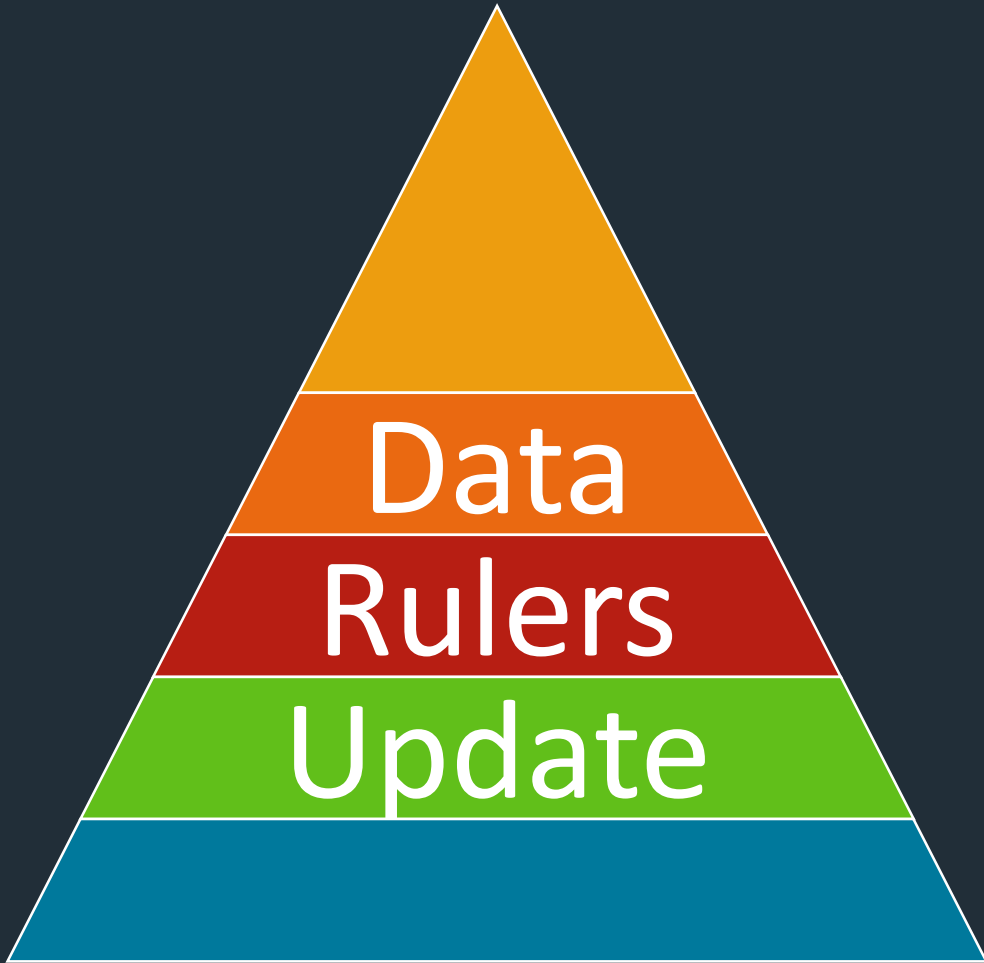
- Fort McMurray, Kelowna, Kingston, London, Penticton, Saint John (NB), Sault Ste. Marie, Toronto, Whitehorse

## On Their Way: Scoring 5-7 on BNL Scorecard 2.0

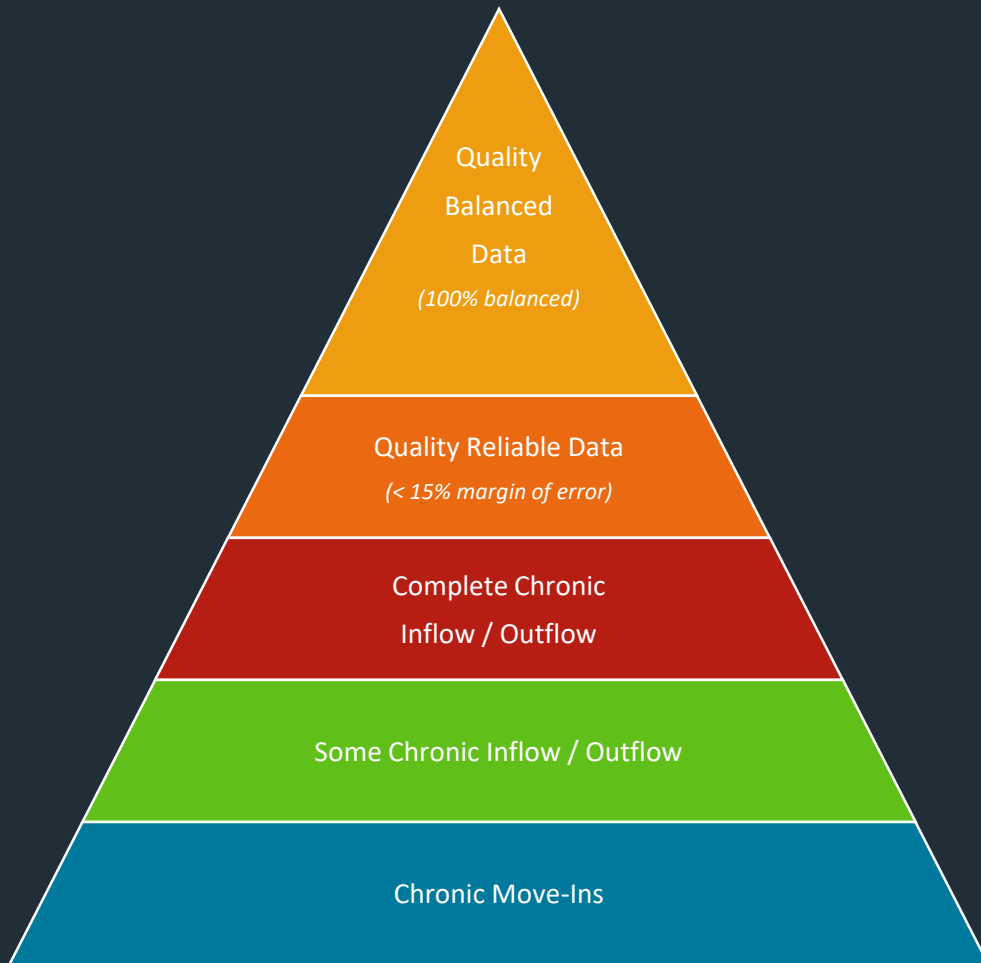
- Halifax, York Region

## Getting Started: Scoring 0-4 on BNL Scorecard 2.0

- Brantford, Durham Region, Niagara Region, Simcoe County, St. John's (NL), Sudbury, Winnipeg

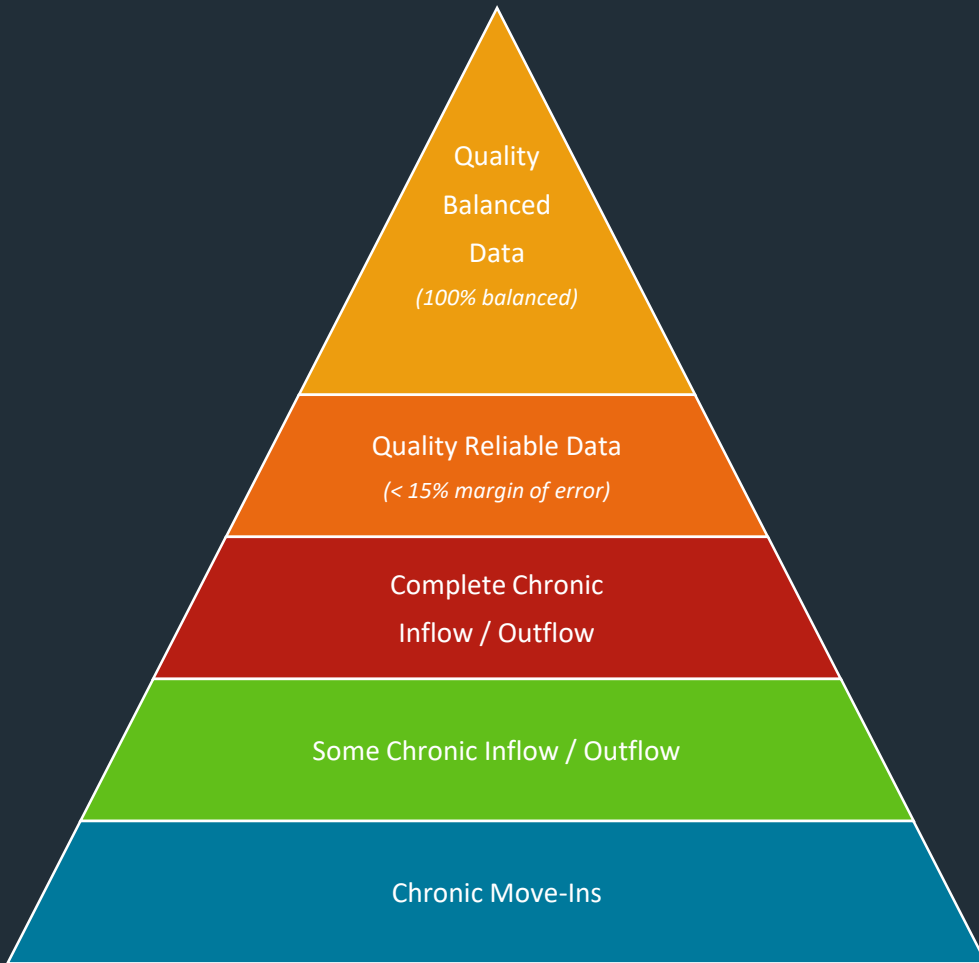


# Monthly Reporting Rulers



- Monthly Reporting Rulers is a way for communities to celebrate their progress in reporting data.
- Its purpose is to demonstrate the linear progression of data improvement from the most basic form of reporting (*Chronic Move-Ins*) to the ideal form of reporting (*Quality Balanced Data*).
- In order to move up a level in the pyramid, a community must first have achieved the preceding level(s).
- Communities may achieve multiple titles at once if they have met the definition of each level in the same time period.
  - For example, if a community is able to submit data that meets the definition of *Chronic Move-Ins*, *Some Chronic Inflow / Outflow*, and *Complete Chronic Inflow / Outflow* at the same time, then that community will achieve all three levels at the same time.

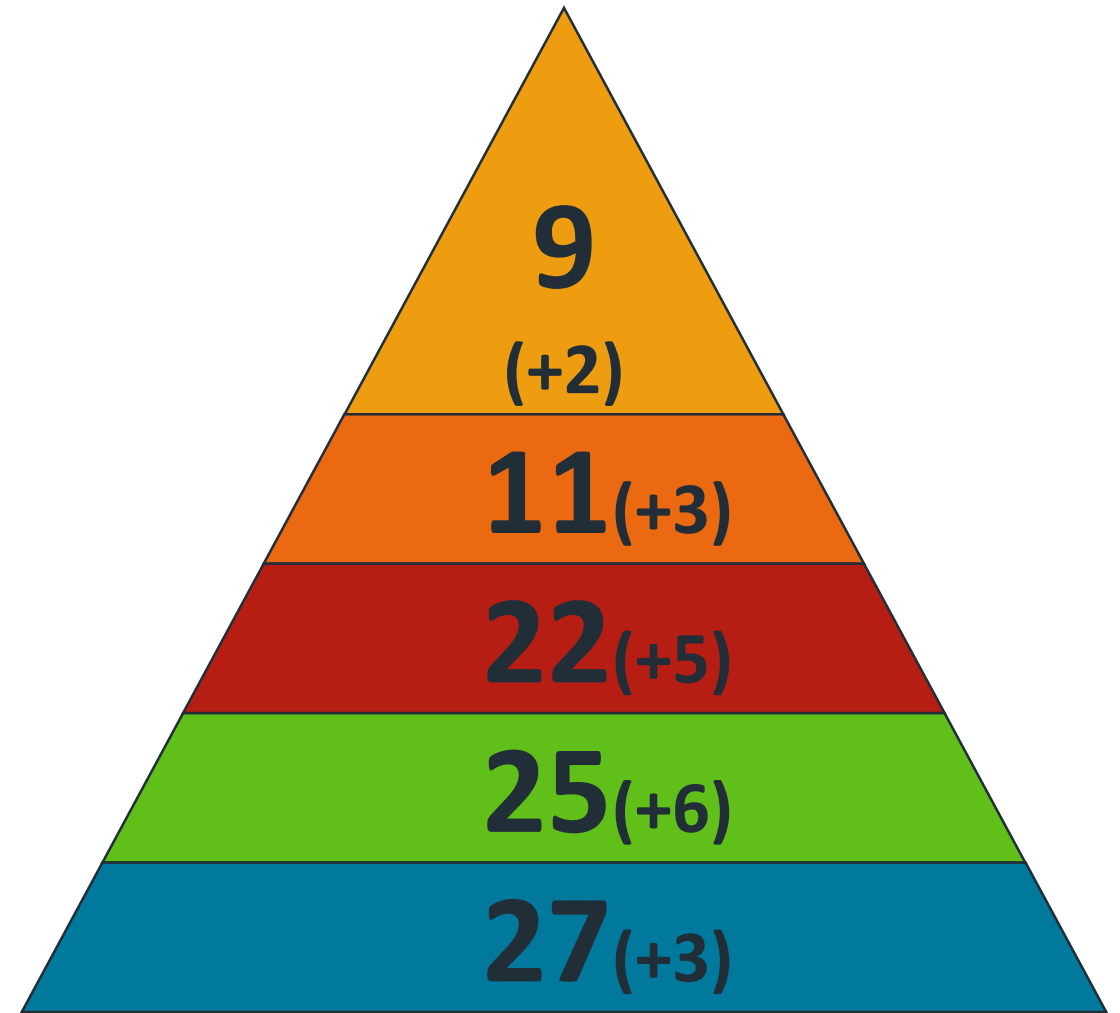
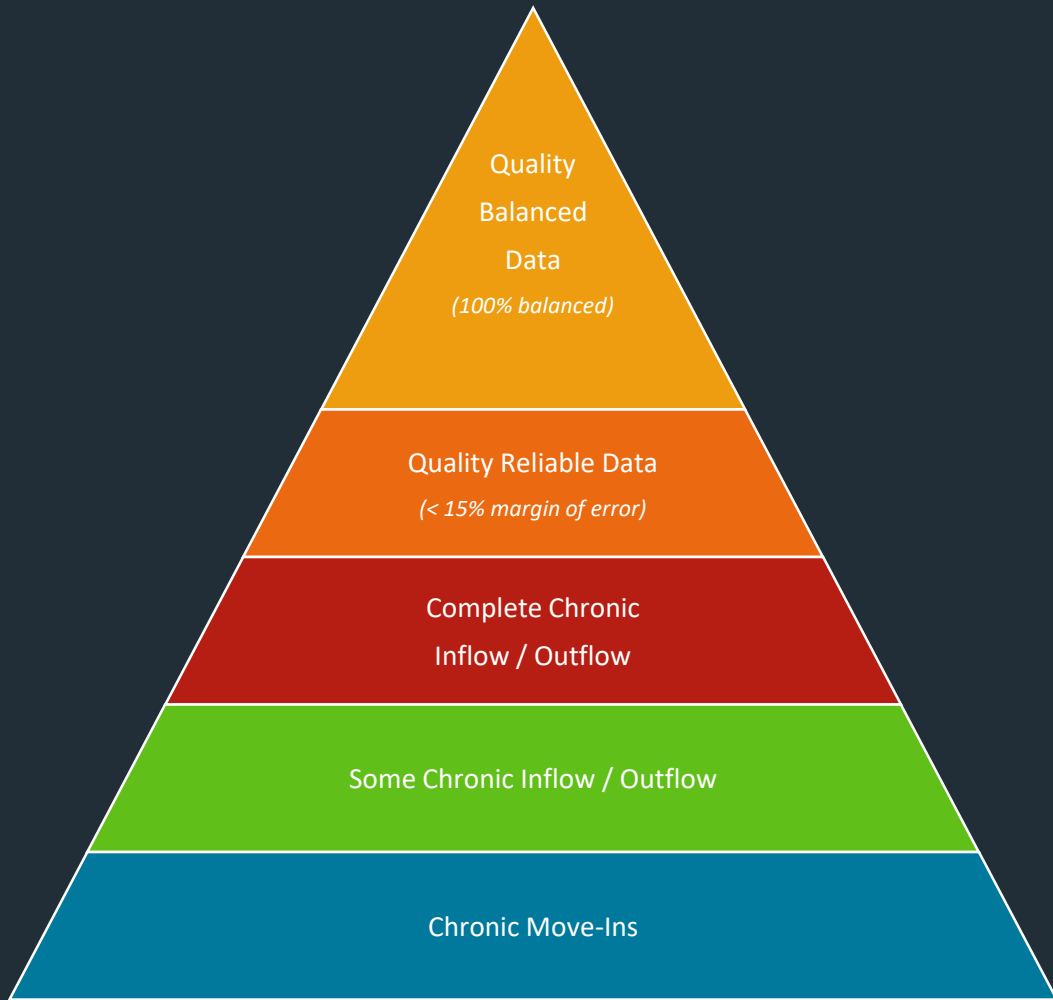
# Monthly Email Update



Monthly Reporting Rulers September 2019	Working Towards a Quality By-Name List			Quality By-Name List	
	Chronic Move-Ins	Some Chronic Inflow/Outflow	Complete Chronic Inflow/Outflow	Quality Reliable Data <i>(&lt; 15% margin of error)</i>	Quality Balanced Data <i>(100% balanced)</i>
Community					
Brantford					
Chatham-Kent					
Dufferin County	NEW	NEW	NEW	NEW	NEW
Durham Region - <b>NEW!</b>					
Edmonton					NEW
Fort McMurray					
Guelph-Wellington					
Halifax	NEW	NEW	NEW		
Hamilton					
City of Kawartha Lakes and County of Haliburton					NEW
Kelowna - <b>NEW!</b>					
Kingston					
London					
Medicine Hat					
Moncton					
Niagara Region - <b>NEW!</b>					
Ottawa					
Peel Region					
Penticton		NEW			
Peterborough	NEW	NEW			
Red Deer					
Saint John			NEW		
Sault Ste. Marie					
Simcoe County			NEW		
St. John's - <b>NEW!</b>					
Stratford-Perth-St. Marys					
Sudbury					
Toronto					
Waterloo Region				NEW	
Whitehorse					
Windsor-Essex					
Winnipeg					
York Region - <b>NEW!</b>					
<b>TOTAL: 33</b>	27	25	22	11	9



# Quarterly Progress



# HIFIS 4 Implementation Continuum (last updated Oct 16, 2019)

## Planning

1. **Brantford** – ACRE Master Class
2. **St. John's** - Completed PIA
3. **Stratford** – ACRE Master Class
4. **Sudbury** – 2 on ACRE mailing list
5. **Whitehorse**
6. **Windsor** – sometime 2019 – waiting on legal)

## Staged Implementation Begun

7. **Dufferin** (Nov 2018 internal only – will then phase in shelter then CHPI)
8. **Moncton** (March 2019)
9. **Ottawa\*** (March 2019 - shelters)
10. **Penticton** (? 2018)
11. **Saint John** (March 2019)
12. **Simcoe County\*** (Housing First June/19, shelters Oct/19)
13. **Winnipeg** (Nov 2016 - shelters database and Doorways database) - EHW now hosting and bringing together to one database and adding other services over 2019

## Implemented System-Wide

14. **Chatham-Kent\*** (since April 2017)
15. **Durham** (October 2018 core funded – rest on by Nov 1 then non-funded programs)
16. **Guelph-Wellington\*** (July 2018 Shelters, Transitional Homes Jan 2019, DOOR/CHPI April 2019)
17. **Halifax** (shelters March 2018, supportive housing Aug 2018, rapid-rehousing Oct 2018)
18. **Hamilton** (October 2019 - shelters, HF and Hotel – phase 1)
19. **Kelowna** (2018)
20. **Kingston** (since 2013)
21. **London\*** (since 2017 – have 14/17 programs)
22. **Niagara** (2016 soft) (now 20/22 programs – few reports)
23. **Peterborough\*** (April 2017 3 shelters + seasonal in Nov) (2019 all others including view only with addictions) (working on BNL report)
24. **Sault Ste. Marie\*** (since July 2018) (cross referencing BNL)
25. **Waterloo\*** (since Jan 2019)
26. **York Region** (Jan 2019 live but backdated to Jan 2018 – shelters + Inn from Cold/transitional housing/John Howard, HF Home Now - HF Housing to Health, Street Outreach Van and Diversion Outreach (view) manually entered)

## Not Planning or Offered Use of HIFIS 4

27. **Edmonton** – ETO
28. **Fort McMurray** – ETO
29. **Kawartha-Haliburton** – Access
30. **Lambton County** - Excel
31. **Medicine Hat** – ETO
32. **Northumberland County** - Excel
33. **Peel** – Salesforce (HTI) (staged)
34. **Red Deer** – ETO
35. **Timmins** - Excel
36. **Toronto** – SMIS (2009 shelters and adding Streets to Homes in 2019)

# Reduce

## Reduce to Zero

*Drive monthly reductions  
in your active chronic  
homeless number*

COORDINATED  
ACCESS & SYSTEM  
IMPROVEMENTS

|

MONTHLY  
REDUCTIONS

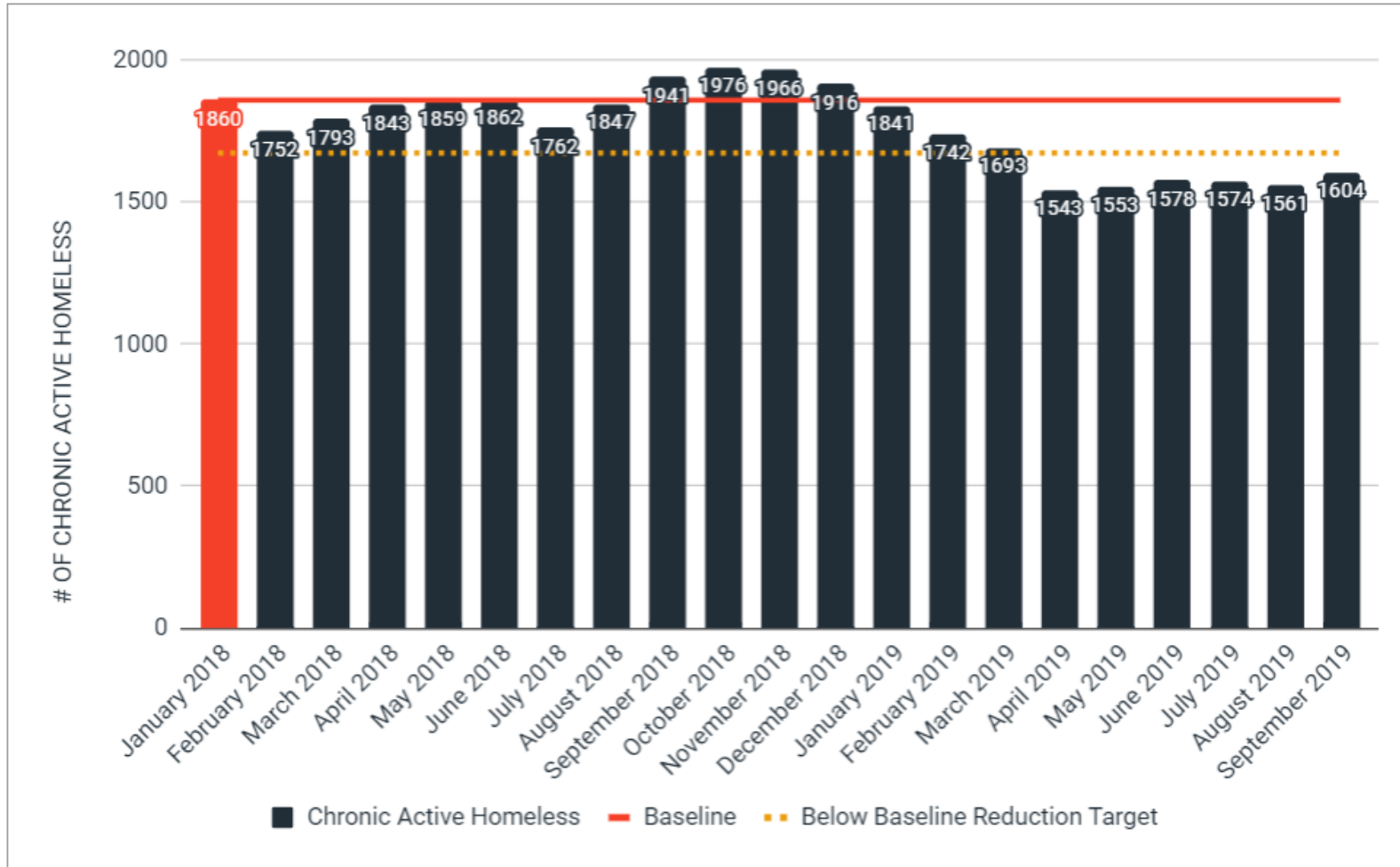
|

HOME STRETCH



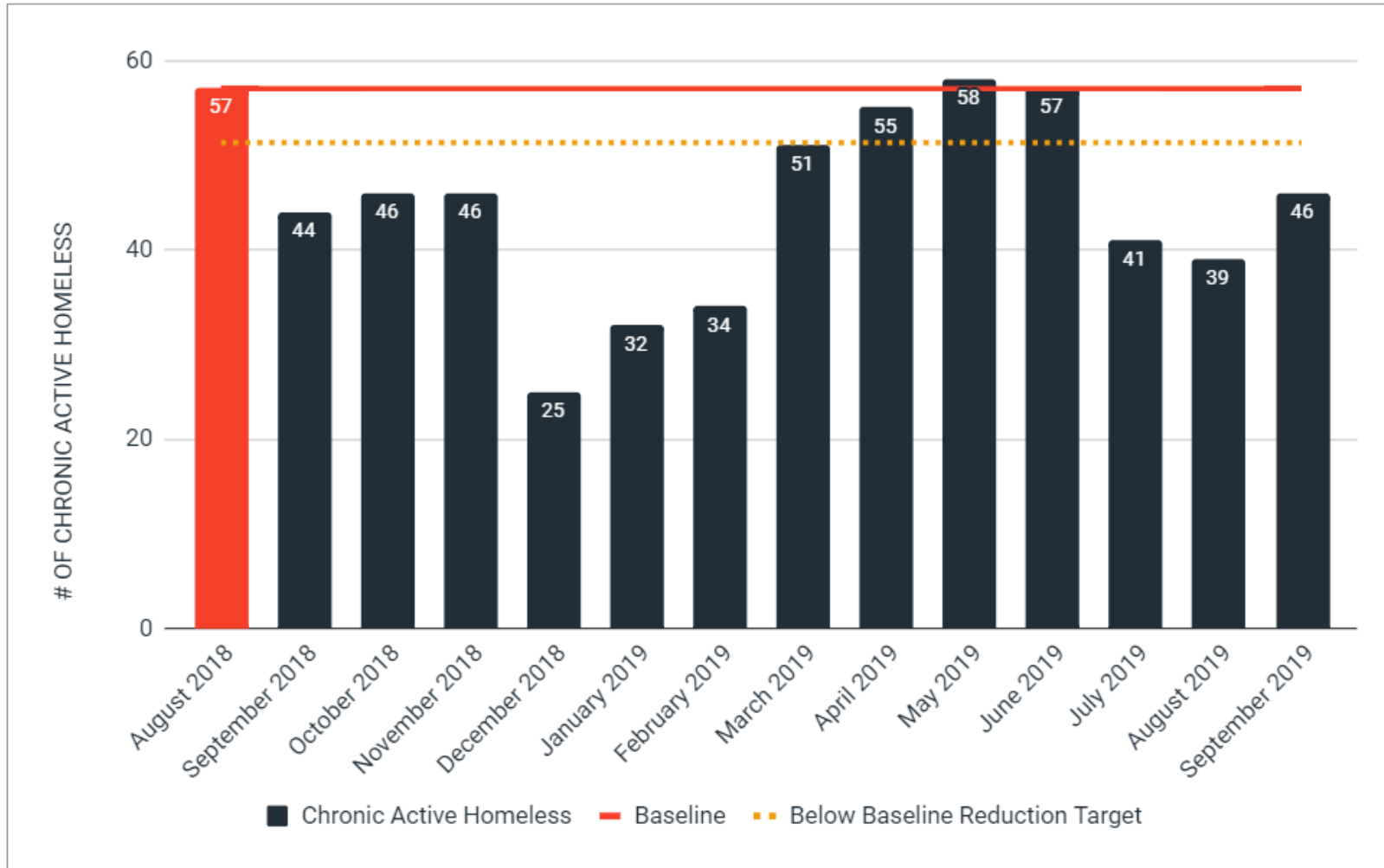
# Edmonton – New to Below Baseline

Baseline Month	Baseline #	Scope of Reduction	Baseline Target
January 2018	1860	10%	1674



# Kawartha-Haliburton - Returned to Below Baseline

Baseline Month	Baseline #	Scope of Reduction	Baseline Target
August 2018	57	10%	51



# Medicine Hat – Final Mile

## CHRONIC ACTIVE HOMELESS DASHBOARD

NUMBER OF CHRONIC **ACTIVE HOMELESS**  
IN MOST RECENT REPORTED MONTH

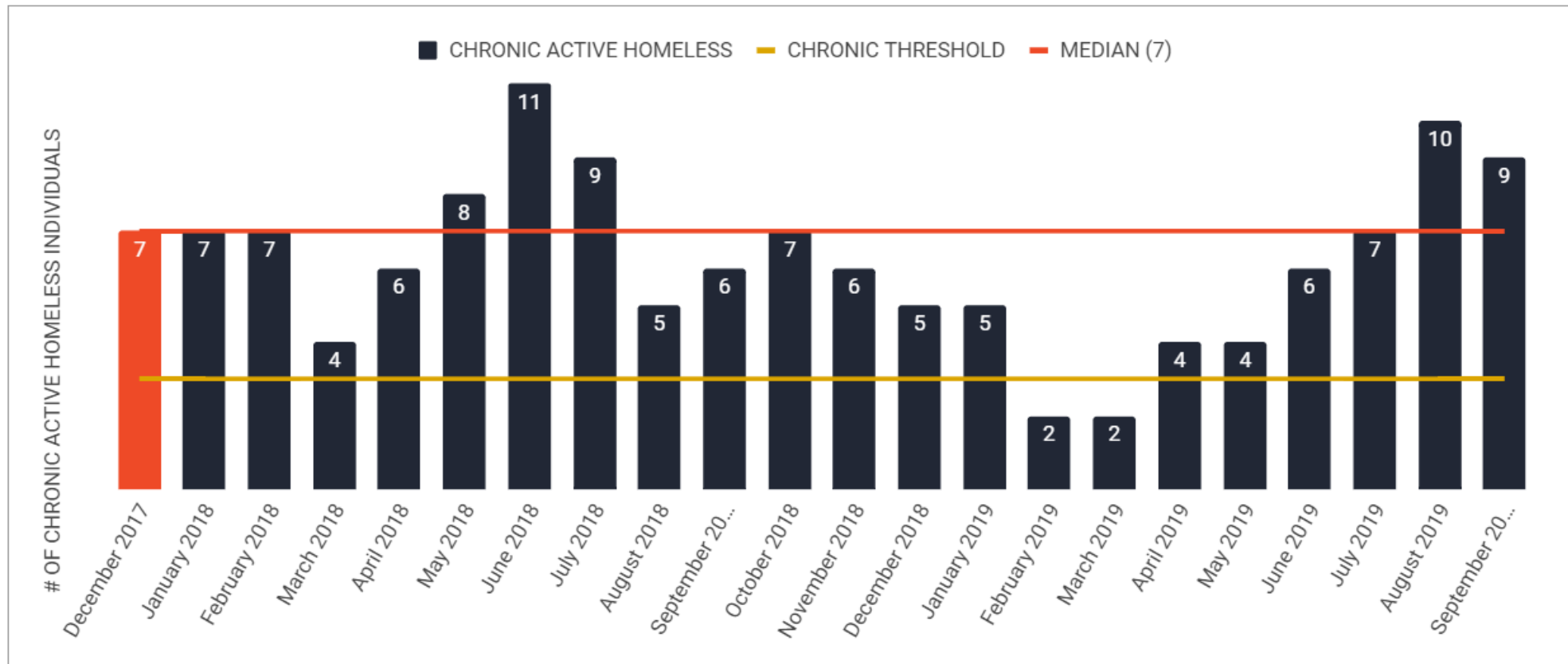
9

CHRONIC ACTIVE HOMELESS  
**BASELINE**

7

CHRONIC ACTIVE HOMELESS THRESHOLD  
FOR **FUNCTIONAL ZERO**

3



# Coordinated Access Scorecard 2.0

## COORDINATED ACCESS (CA) SCORECARD: **Community Name**

[LINK TO CA SCORECARD 2.0 GUIDE](#)

**Note:** Each question heading in this scorecard is linked to the relevant section in Guide. Links to additional detail in Guide is provided below scorecard question heading.

**SCORING NOTE:** For each question, a community must respond positively to all Reaching Home (RH) questions AND Basic questions to receive a point toward Basic Quality. Likewise, a community must have a point toward Basic Quality in order to receive a point toward Advanced Quality.

REACHING HOME (RH) 0 / 10	BASIC QUALITY 0 / 20	ADVANCED QUALITY 0 / 22	DATE LAST UPDATED: 
------------------------------	-------------------------	----------------------------	------------------------

1. GOVERNANCE	CURRENT STATUS				
Additional details in Guide: <a href="#">RH Requirements</a> <a href="#">Basic</a> <a href="#">Advanced</a> <a href="#">Tips &amp; Resources</a>					
<p><b>1.1 Has your community identified a governance model and lead organization for implementation and ongoing management and operation of your CA? (RH, Basic)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Lead organization identified (RH, Basic)</li> <li><input type="checkbox"/> Governance model identified (RH, Basic)</li> <li><input type="checkbox"/> Governance model is documented (Basic)</li> <li><input type="checkbox"/> Governance model is operating (Basic)</li> <li><input type="checkbox"/> Governance model allows for timely decisions on CA matters (Basic)</li> </ul>	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="background-color: #90EE90;">RH:</td> <td>0</td> </tr> <tr> <td style="background-color: #008080;">Basic:</td> <td>0</td> </tr> </table>	RH:	0	Basic:	0
RH:	0				
Basic:	0				
<p><b>1.2 Has your community ensured that your CA policies are: (Advanced)</b> (Note: required RH policies are included in Q11, Q13, Q16 and Q19)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Written in plain language</li> <li><input type="checkbox"/> Publicly available</li> </ul>	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="background-color: #FF0000;">Advanced:</td> <td>0</td> </tr> </table>	Advanced:	0		
Advanced:	0				

# Coordinated Access Scorecard 2.0 Initial Baseline

## Identified Reaching Home 10/10 – Awaiting Confirmation

- Chatham-Kent, Dufferin County, Guelph-Wellington, Kawartha-Haliburton, Medicine Hat, Moncton, Ottawa, St. John's (NL)

## Getting Close - Scoring 7-9/10 Reaching Home

- Edmonton, Fort McMurray, Kelowna, Kingston, Saint John (NB), Waterloo Region, Windsor-Essex

## On Their Way - Scoring 4-6/10 Reaching Home

- Hamilton, London, Peterborough

## Getting Started – Scoring 0-3

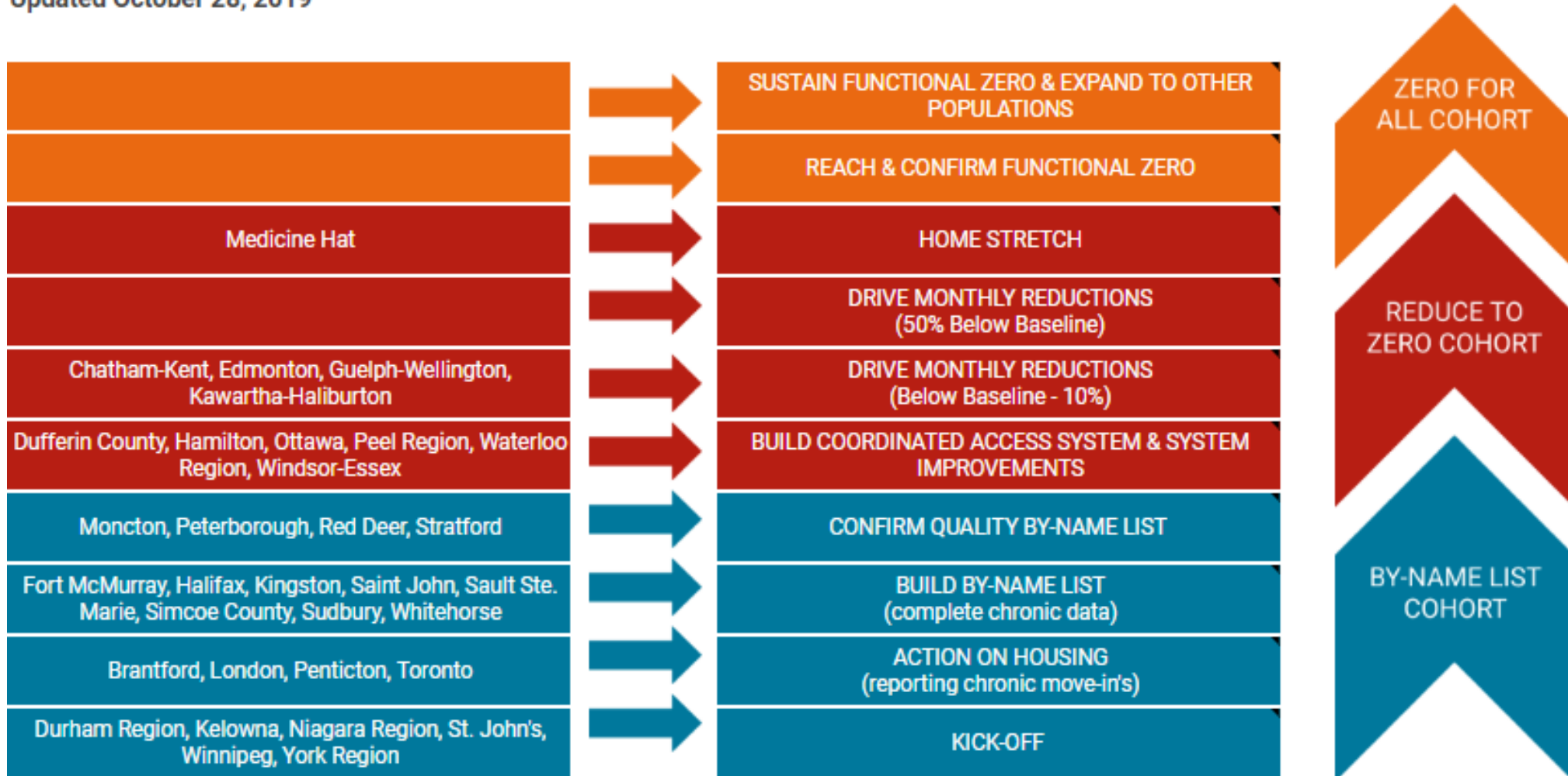
- Brantford, Durham Region, Niagara Region, Peel Region, Sault Ste. Marie, Simcoe County, Stratford-Perth-St. Marys, Sudbury, Toronto, Whitehorse, Winnipeg, York Region

## Not Yet Baselined with CA Scorecard 2.0

- Halifax, Penticton, Red Deer

# Community Progress Summary on Milestones

Updated October 28, 2019



RH COORDINATED ACCESS  
BASIC COORDINATED ACCESS

# Community Progress in Built for Zero Canada



Getting to Zero **Track Our Progress** Resources Get Involved About

FRANÇAIS

DONATE

CHANGE PACKAGE



Community Map  
**Community Progress**  
Campaign Progress

DASHBOARDS BY PROVINCE

COMMUNITY	CHRONIC DATA DASHBOARD	CHRONIC MOVE-INS	QUALITY BY-NAME LIST - CHRONIC	QUALITY COORDINATED ACCESS SYSTEM	BELOW CHRONIC BASELINE	REDUCED CHRONIC BY 50%	HOME STRETCH CHRONIC	REACHED FUNCTIONAL ZERO CHRONIC	SUSTAINING FUNCTIONAL ZERO CHRONIC
Brantford	n/a	84	In Progress	In Progress					
Chatham-Kent	<a href="#">Link</a>	144	Yes	In Progress	Yes				
Dufferin County	<a href="#">Link</a>	4	Yes	In Progress					
Durham Region	n/a	n/a	In Progress	In Progress					
Guelph-Wellington	<a href="#">Link</a>	561	Yes	In Progress	Yes				



# Sneak Peek...

## What is Coming Up Next in BFZ-C

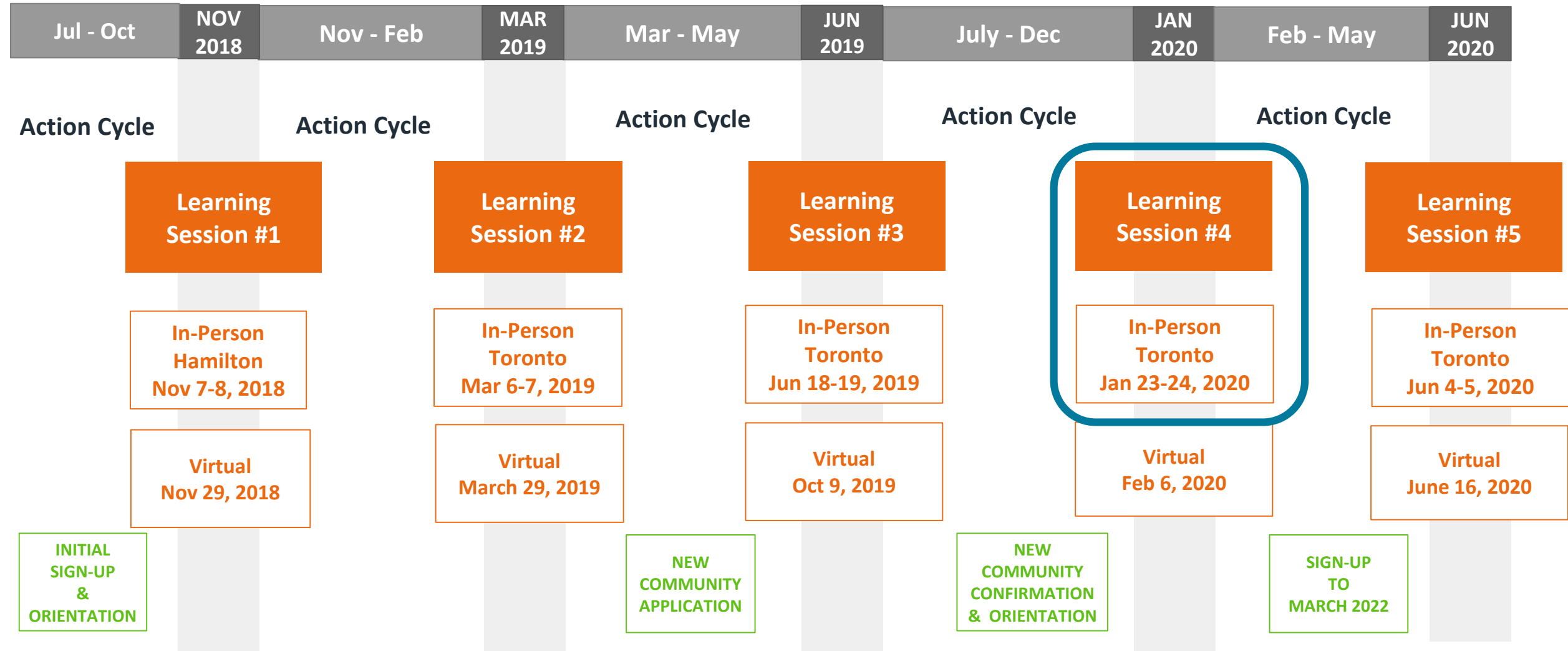
# BFZ-C – What's Next?

- Evaluation of In-Person Collaborative, Virtual Collaborative & Self-Directed (Nov 2018 – June 2019) will be completed by December with recommended changes based on feedback.
- Results and next steps from the Chronic Definition Clarity Project expected in December.
- Still in the process of hiring the new Improvement Advisor – hope to have wrapped up in November.
- Some moving around of staff internally.
- Housing Resources List Scorecard to be drafted in December.

# BFZ-C – What's Next? – cont.

- Updated Public Dashboards – will be moving to a more simplified version that focusses on baseline reductions rather than medians. Expect to be implemented by December 1<sup>st</sup> (with new reporting form below). E-mails to communities with public dashboards will go out in November after CAEH19.
- Updated Monthly Data Reporting Form – we are updating the form to capture veterans overall as well as sub-populations of chronic – including adults, youth, families and Indigenous – this additional data reporting is VOLUNTARY – submit data for these sub-populations as much or as little as you wish. We will also be adding a question about data annotations for communities with public dashboards to answer. The updated data form will be ready for December 1st for reporting November data.
- Performance Management Trackers are being updated to include veteran and chronic homelessness sub-population data. The updated PMT's to visualize the data will be ready by the January 2020 Learning Session.
- Tableau – Randalin attending Tableau conference in US to learn more – will understand more about next steps and timing for Tableau in BFZ-C after that time.

# BFZ-C Timeline 2018 - 2020



# Draft January 2020 Learning Session Agenda – Day 1

Time	Activity
8:00-9:00	Registration and Breakfast
9:00-9:45	Opening Plenary
9:45-10:45	Model for Improvement
10:45-11:00	Break
11:00-Noon	Year Books
12:00-1:00	Lunch
1:00-3:00	Improvement Planning Breakout 1.BNL (Marie, New IA) 2.Early Reduce (Ashley, Jessica) 3.Deep Reduce (Kerri, Randalin)
2:30-3:00	Break
3:00-5:00	Improvement Planning Breakout (same as above)
6:00	Evening Fun

# Draft January 2020 Learning Session Agenda – Day 2

<b>Time</b>	<b>Activity</b>
8:00-9:00	Breakfast
9:00-10:30	Choose Your Own Learning: 1. Ask Me Anything (Randalin) 2. Conversation Café (IA's) 3. Veteran Introduction (Tim/Marie)
10:30-11:00	Break
11:00-12:00	Improvement Planning Breakout
12:00-1:00	Lunch
1:00-2:00	Improvement Planning Breakout
2:00-2:15	Break
2:15-3:15	Improvement Planning Breakout
3:15-3:30	Close Out
3:30-4:30	Office Hours




# Questions



# Thank You

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 (226) 749-0531

 marie@caeh.ca

[bfzcanada.ca](http://bfzcanada.ca)

[#bfzcanada](https://twitter.com/bfzcanada)



@endinghomelessness



@CAEHomelessness



@CAEHomelessness



Canadian Alliance to End Homelessness

