CAEH Canadian Alliance to End Homelessness

20,000 HOMES

20KHomes All Hands on Deck
Quarterly Update
April 10, 2018

Agenda

20,000 HOMES CAMPAIGN

- Confirming shared goal and dashboard data
- Activities and Progress Jan-Mar 2018
- Next Steps
- Q&A

20KHomes Aim Statement

20,000 HOMES CAMPAIGN

20/20/20

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

The 20KHomes Definition
Functional End to Chronic Homelessness

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≤

chronic homelessness accounts for 3 or less people as measured by your quality By-Name List*

or

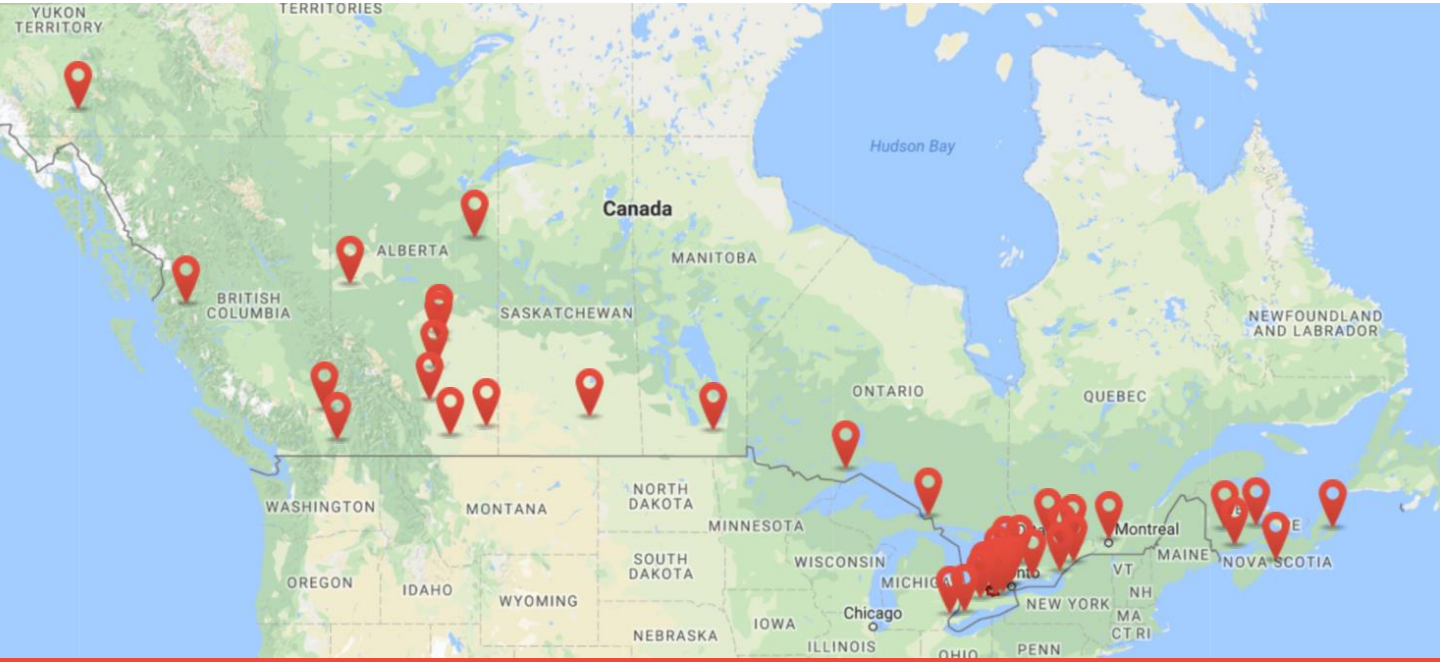
For larger communities with more than 4,000 actively homeless on their By-Name List- chronic homelessness accounts for less than 0.1% of your actively homeless as measured by your quality By-Name List*

- Must also be sustained for three consecutive months

20KHomes Functional Zero Q&A Document & BNL Functional Zero Video

Once functional zero is achieved, communities will work to sustain and reduce to absolute zero and expand to new populations.

CURRENT CAMPAIGN COMMUNITIES



44	13,459	3	0	0	814
PARTICIPATING COMMUNITIES	PEOPLE HOUSED	COMMUNITIES WITH QUALITY REAL-TIME DATA	COMMUNITIES REDUCING CHRONIC HOMELESSNESS	COMMUNITIES ENDED CHRONIC HOMELESSNESS	DAYS LEFT

Break-Down of the 44 Signed-Up Communities

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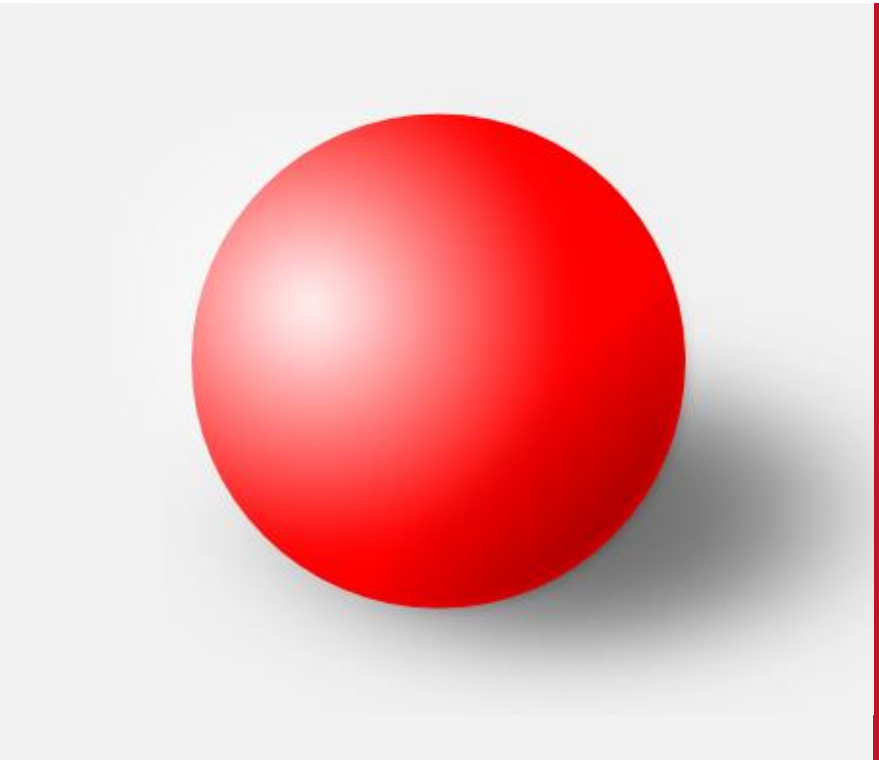
- 8 Provinces and one Territory represented
  - Yukon (1)
  - BC (3)
  - Alberta (8)
  - Saskatchewan (1)
  - Manitoba (1)
  - Ontario (24)
  - Quebec (1)
  - New Brunswick (3)
  - Nova Scotia (2)
- 34 are designated HPS communities
  - Representing 77% of campaign communities
  - Comprising 56% of all HPS designated communities
  - Includes 8 of the “big 10” HPS communities
- Size and rural and northern
  - 11 large cities
  - 9 medium/large
  - 12 medium/small
  - 12 small/rural (of which 1 is northern)



Leadership

[20KHomes Facebook Hub Sign-Up]

[Newsletter Sign-Up]

Five Key Mindsets

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Bias for Action	You favour progress over perfection and focus on what you can do rather than on what you can't do. You start where you are, use what you have, and do what you can.
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 "YET". You believe anything is possible with continued effort and learning.
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 willing to innovate, disrupt, and change in order to achieve your mission.

Campaign Milestones

Key Milestones Toward Functional Zero Chronic

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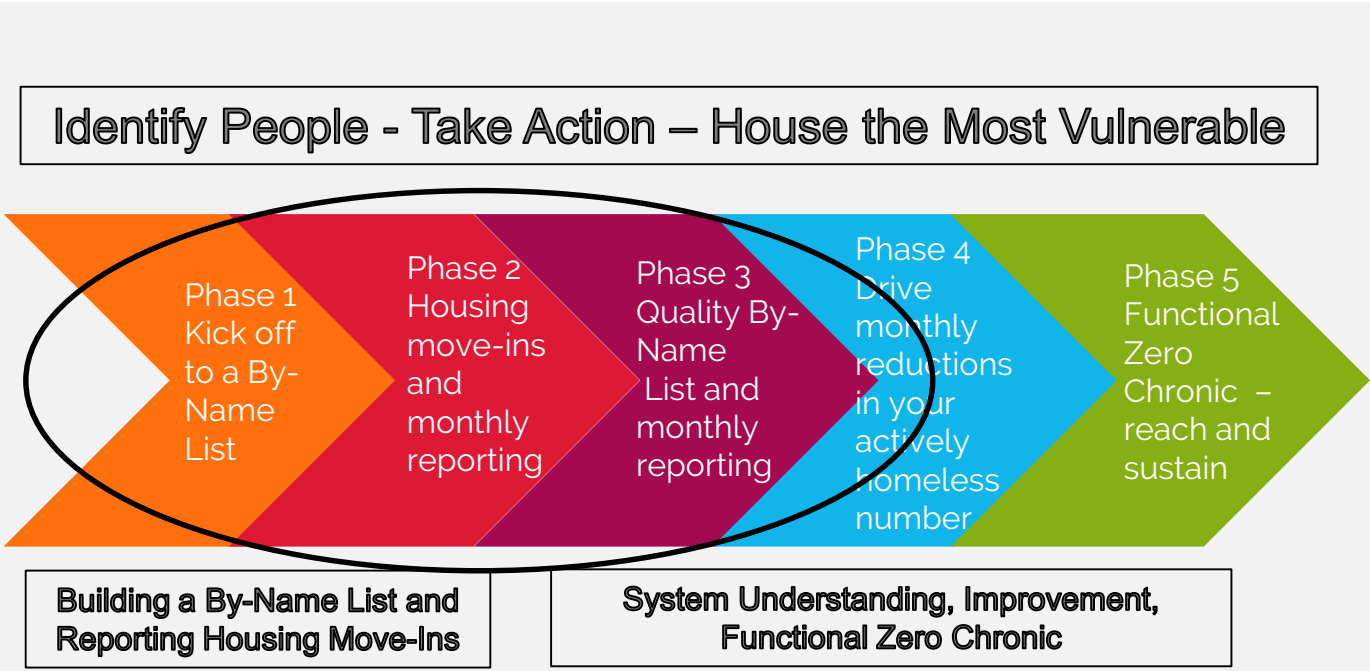

Milestone #1

Kick Off to a By-Name List

Registry Week
and/or
Coordinated Access
and/or
HMIS

A By-Name List Provides the Key Data Necessary

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A By-Name Lis:

- Is a **real-time** list of **all people** experiencing homelessness.
- It includes a robust set of data points that support:
  - coordinated access and service prioritization at a **household level**; and
  - an understanding of homeless inflow and outflow at a **system level**.

This **real-time actionable** data supports **triage** to services, **system performance evaluation**, and **advocacy** (for the policy changes and the resources necessary to end homelessness)**.**

[By-Name List Website Page]

Kick-Off Through Registry Week

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2014-2017 (20)		2018 (20)	
Waterloo (2014)	Windsor (2016*)	Cape Breton*	Peel Region*
Ottawa (2015)	Peel (2016)	Chatham-Kent	Renfrew
Hamilton (2015/16*)	Simcoe (2016)	Dufferin*	Saint John*
Edmonton (2015)	Dufferin (2016)	Guelph-Well*	Simcoe*
Lanark (2015)	Penticton (2016/17)	Halifax*	Stratford
London (2015/16/17)	Kawartha (2016)	Hamilton*	Thunder Bay*
Fredericton (2016*)	Renfrew (2016)	Kawartha	Waterloo*
Guelph-Well (2016*)	Northumberland (2016)	London*	Windsor*
Saint John (2016*)	Stratford (2017)	Lanark	Ontario com*
Thunder Bay (2016*)		Moncton*	
Whitehorse (2016*)		Northumberland	

- Total of 25 20KHomes communities conducted/ing Registry Weeks
  - Total joint Coordinated PiT/Registry (*) – 7 in 2016 and 15 in 2018
    - Total of 15 20KHomes communities conducted/ing joint PiT/Registry

Kick-Off Through Coordinated Access

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Coordinated Access List Prior to Active Campaign Participation Or Otherwise Started By-Name List Without a Registry Week		
Calgary Edmonton Grand Prairie Kingston Leduc	Lethbridge Medicine Hat Moncton Ottawa Red Deer	Sault St. Marie Winnipeg Wood Buffalo (two other Ontario communities waiting for Council approval)

Kick-Off Through HMIS

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ETO	HIFIS 3 networked	HIFIS 4	Other
Edmonton Grand Prairie Lethbridge Medicine Hat Red Deer Wood Buffalo	Hamilton Ottawa	Chatham-Kent London Kingston Simcoe Waterloo Winnipeg (one Ont. Community)	Calgary – Bauman Peel – SalesForce Toronto - SMIS

By-Name List Nesting

Everyone that is homeless

Unknowable

Those you know exist

Anonymous

Coordinated Access List

Those that consent

Those eligible & engaged

Those you have all paperwork done

Priority List

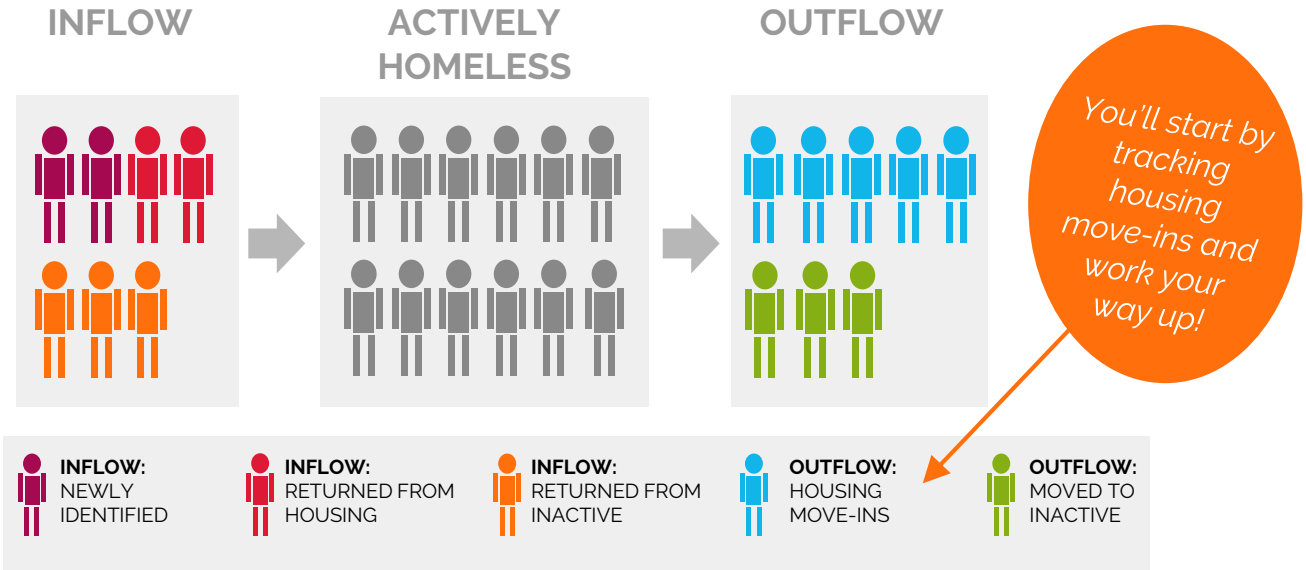
By Name List

Milestone #2

Housing Move-Ins
&
Reporting

Monthly Data Reporting

Start by tracking monthly housing move-ins. As Canadian communities build a real-time, By-Name List, you'll track and respond to a more dynamic picture of your full systems and report By-Name List measures for Chronic.



Reporting Webinar Recording

On-Line Reporting Form

Reporting Heroes

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Housing Move-Ins	By-Name List Measures
Three or more months consecutively (24=55%)	At least some elements and actively homeless #'s three or more months consecutively (9=20%)
Calgary Cape Breton Dufferin Edmonton Grand Prairie Guelph-Wellington Hamilton Kawartha/Haliburton Kingston Lanark Leduc Lethbridge London Medicine Hat Moncton Ottawa Peel Saint John Simcoe Stratford Toronto Waterloo Whitehorse Windsor	Edmonton Guelph-Wellington Hamilton Kawartha/Haliburton Leduc Medicine Hat Ottawa Stratford Waterloo

Overall 32 communities reporting = 73%

(Others are: Halton, Montreal, Northumberland, Penticton, Regina, Renfrew, Terrace, Thunder Bay)

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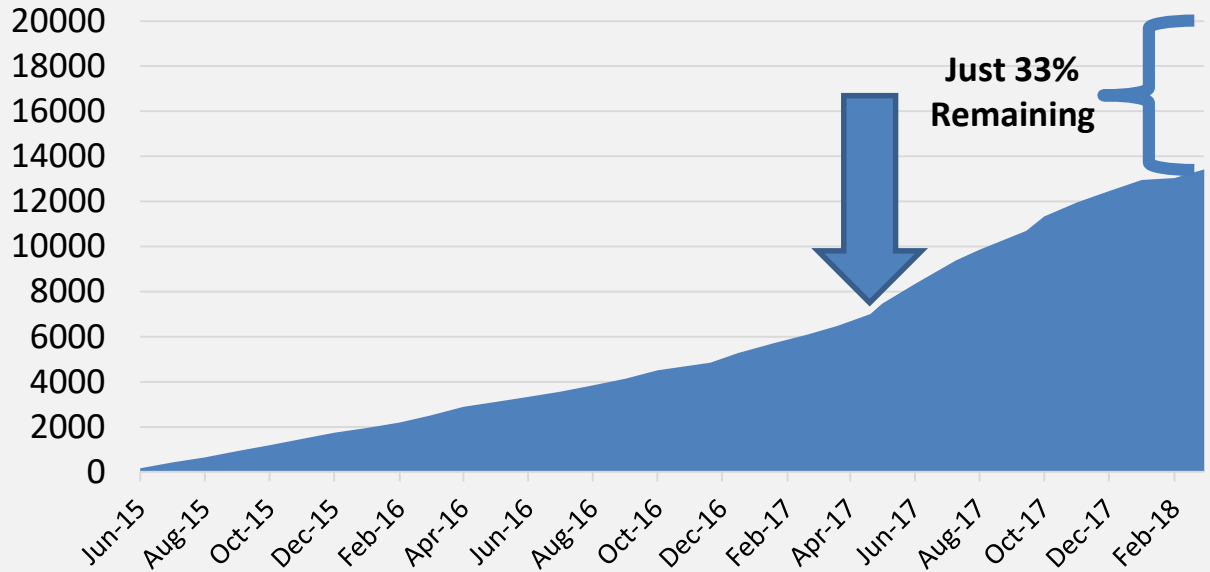
Move-Ins Reported from June 2015 - March 2018



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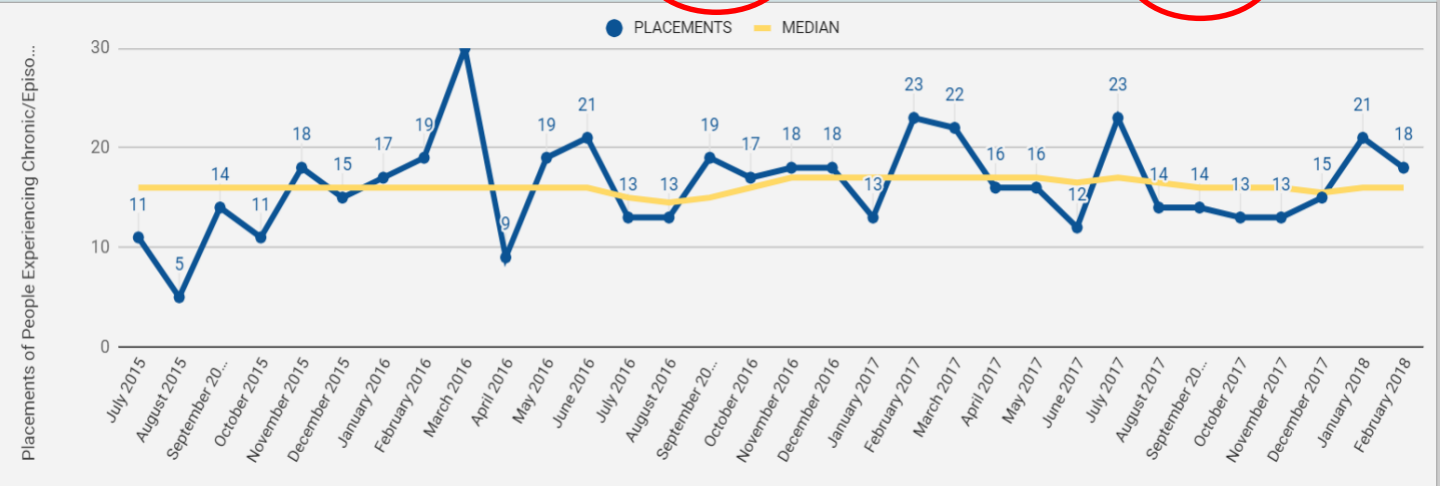
Housing Move-In Dashboard

Most Recent Reported Month: ***February 2018***

NUMBER OF PEOPLE HOUSED IN THE MOST RECENT REPORTED MONTH FOR PEOPLE EXPERIENCING *CHRONIC/EPISODIC/HIGH ACUITY HOMELESSNESS*	**MEDIAN MONTHLY PEOPLE HOUSED SINCE CMTY STARTED REPORTING** FOR PEOPLE EXPERIENCING *CHRONIC/EPISODIC/HIGH ACUITY HOMELESSNESS*	**TOTAL PEOPLE HOUSED SINCE CMTY STARTED REPORTING** FOR PEOPLE EXPERIENCING *CHRONIC/EPISODIC/HIGH ACUITY HOMELESSNESS*
18	16	**549**



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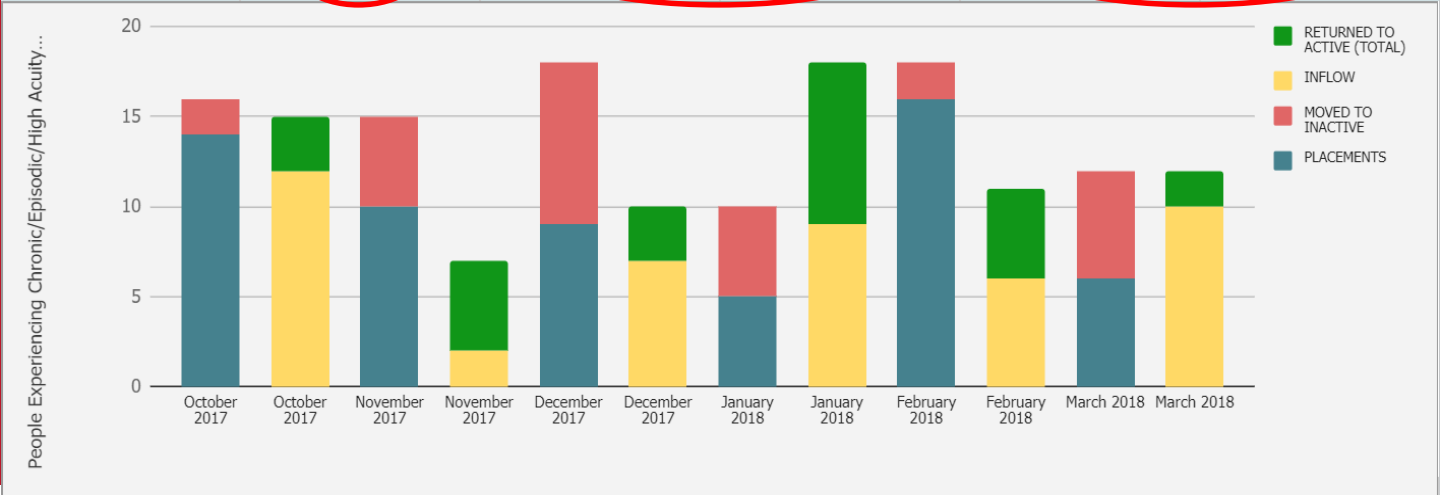
Monthly Inflow and Outflow Dashboard

BNL LIST: DETAILED DATA

FIRST MONTH OF CHRONIC BNL DATA	AVERAGE MONTHLY NET CHANGE*	AVERAGE MONTHLY HOUSING PLACEMENTS		AVERAGE MONTHLY MOVED TO INACTIVE		AVERAGE MONTHLY INFLOW		AVERAGE MONTHLY RETURNED TO ACTIVE
October 2017	-2	10	+	5	+	8	+	5



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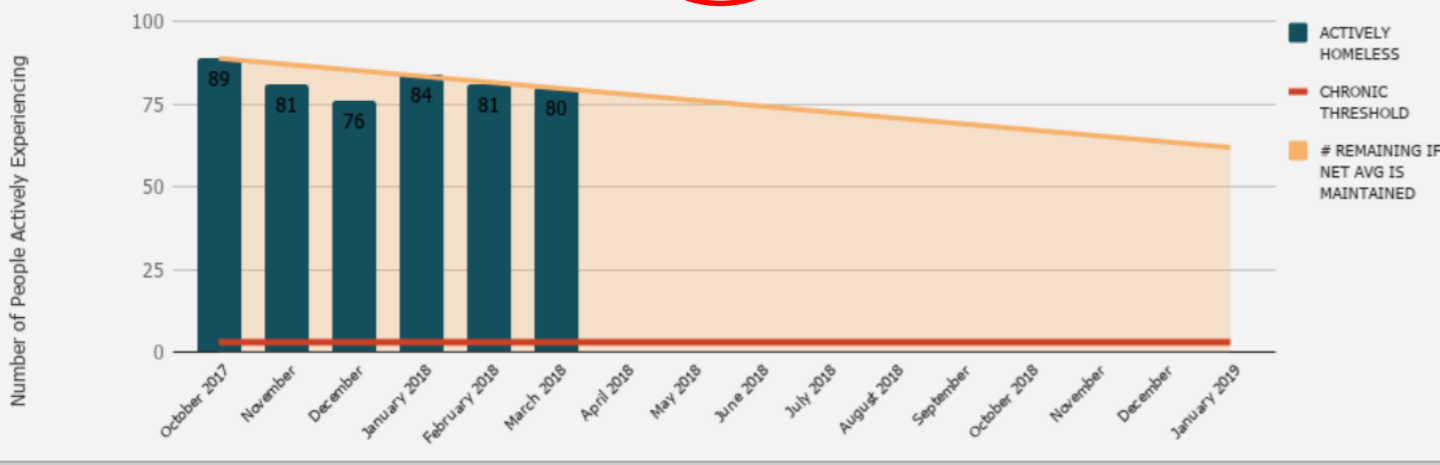
Countdown Dashboard

Most Recent Reported Month: ***March 2018***

ACTIVE CHRONIC HOMELESS ON BNL	PROJECTED MONTHS UNTIL FUNCTIONAL ZERO	CHRONIC THRESHOLD
80	38.9	3



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Milestone #3

A Quality
By-Name List

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Getting to a Quality By-Name List

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STEP 1 - Confirm a 10/10 on the By-Name List Scorecard:

- Take the on-line BNL Scorecard at least quarterly (more often if you wish) until you reach a 10/10
- Record your progress and next steps in the BNL Scorecard Worksheet. Refer to the BNL Scorecard Guide if you need help.
- Once your community self-assesses as scoring a 10/10, submit your completed worksheet to marie@caeh.ca
- Once your community has submitted at least one month of complete BNL measures and your worksheet has been reviewed, you will be confirmed as scoring a 10/10

STEP 2 - Submit three consecutive months of BNL data with a reliability threshold of 15% or better and you will be confirmed as having a quality By-Name List.

Balanced and Reliable Data

		CHRONIC								
TOTAL CHRONIC HOUSED	MOST RECENT CHRONIC PLACEMENTS	ACTIVELY HOMELESS	AVERAGE* MONTHLY PLACEMENTS	AVERAGE* MONTHLY MOVED TO INACTIVE	AVERAGE* MONTHLY INFLOW	AVERAGE* MONTHLY RETURNED TO ACTIVE (TOTAL)	AVERAGE* MONTHLY RETURNED FROM HOUSED	AVERAGE* MONTHLY CHANGE IN ACTIVELY HOMELESS TOTAL	BALANCE CHECK	DATA RELIABILITY (OVER LAST 3 MONTHS)
188	6	80	10.0	4.8	7.7	4.5	3.0	-2.7	No	3.75%

*All averages represent only the last 6 months of reported community data where possible

MONTHLY

MONTH	REPORTED	ACTIVELY HOMELESS	PLACEMENTS	MOVED TO INACTIVE	INFLOW	RETURNED TO ACTIVE (TOTAL)	RETURNED FROM HOUSED	NET MONTHLY CHANGE	BALANCE CHECK	DATA RELIABILITY
September 2018	No									
August 2018	No									
July 2018	No									
June 2018	No									
May 2018	No									
April 2018	No									
March 2018	Yes	80	6	6	10	2	1	0	No	-1.25%
February 2018	Yes	81	16	2	6	5	4	-7	No	4.94%
January 2018	Yes	84	5	5	9	9	7	8	Yes	0.00%
December 2017	Yes	76	9	9	7	3	1	-8	No	3.95%
November 2017	Yes	81	10	5	2	5	3	-8	Yes	0.00%
October 2017	Yes	89	14	2	12	3	2	-1	No	-3.37%

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Current State – BNL Scorecard

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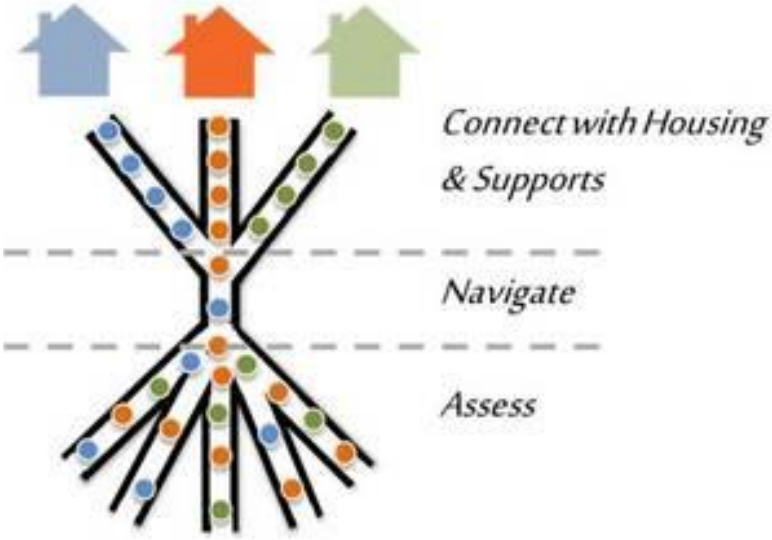
- 25/35 are up-to-date with submissions for this past quarter:
  - Brantford, Calgary, Cape Breton, Chatham-Kent, Dufferin, Grand Prairie, Halifax, Halton, Kamloops, Kawartha/Haliburton, Leduc, Lethbridge, London, Moncton, Northumberland, Ottawa, Penticton, Regina, Saint John, Sault Ste. Marie, Simcoe, Stratford, Toronto, Whitehorse and Wood Buffalo
- (3) Edmonton, Hamilton and Waterloo have already been confirmed as reaching a Quality BNL (10/10 and balanced data)
- (6) Guelph-Wellington, Lanark, Medicine Hat, Peel, Red Deer, and Windsor have self-assessed 10/10 and are in process to confirm
- Scoring ranges from 0 - 8 for those not yet at quality
- Average score submitted, but not yet at a 10 = 3.7/10

By-Name List Scorecard
Areas Communities Working On

1	List all known individuals	19
2	Implement an inactivity policy	12
3	Track status changes	12
4	Coordinate outreach coverage	16
5	Maximize provider participation	18
6	Assign unique identifier	10
7	Track newly identified individuals	15
8	Track without a full assessment	20
9	Track chronicity after initial assessment	18
10	Track returns to list	16

Milestone #4



Coordinated Access System (CAS) Scorecard

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CAS Scorecard

- You will be asked to begin taking the on-line CAS Scorecard quarterly once you have a quality By-Name List – however – you can begin using the CAS Scorecard at any time.
- Keep track of your progress on the CAS Scorecard Worksheet. Refer to the CAS Scorecard Guide if you need help.
- The Campaign will recognize when a community self-assesses as scoring 23 but recognizes this scorecard as more of an on-going tool.

CAS Scorecard - 23 Questions Across 5 Areas

1. Management and System Leadership (4)
2. Access (6)
3. Assessment and Prioritization (2)
4. Referral (7)
5. Data & Case Conferencing (3)

Current State – CAS Scorecard

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- 6 communities have taken to-date
  - Guelph-Wellington, Peel, Terrace, Waterloo, Windsor, and Wood Buffalo
- Scores range from 2 – 17 (out of 23)
- Average score = 9.3 (out of 23)

Scorecards - Remember…

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- Its not to judge
- It's a self-assessment quality improvement tool to support you in your efforts to reach zero on chronic homelessness
- Sharing it with the Campaign allows us to:
  - understand how we might best be able to support communities moving forward
  - celebrate progress of Campaign communities reaching key milestones
  - have confidence that we are all working with a similar level of quality data to monitor progress on our shared goal of functional zero on chronic homelessness

Scorecards in Your Performance Management Tracker

BY-NAME LIST SCORECARD

*To retake the BNL Scorecard, click the cell above or go to this URL: https://goo.gl/9GszbB

VERSION	TIMESTAMP	SCORE	QUESTIONS REMAINING	QUALITY BNL
1.0	9/22/2017	7	Question 2 Question 8 Question 9	No
2.0	11/12/2017	8	Question 8 Question 9	No
2.0	3/29/2018	10		Yes

DETAILED SCORECARD [BNL]

Question #	Question	Answer
1	**LIST ALL KNOWN INDIVIDUALS:** Includes all known individuals experiencing homelessness on By-Name List	Yes
2	**IMPLEMENT AN INACTIVITY POLICY:** Has a documented and implemented inactive (no-contact) policy for individuals experiencing homelessness	Yes
3	**TRACK STATUS CHANGES:** Tracks the homeless status of all individuals experiencing homelessness, including the date each status was last changed	Yes
4	**COORDINATE OUTREACH COVERAGE:** At least 75% of the community's geographic area is covered by a documented and coordinated outreach system	Yes
4a	**RESP.** ->	
5	**MAXIMIZE PROVIDER PARTICIPATION:** At least 75% of housing providers serving people experiencing homelessness in your community report data into your community's BNL using a common assessment tool	Yes
6	**ASSIGN UNIQUE IDENTIFIER:** BNL includes an HIFIS ID or other unique identifier to prevent duplication of client records and facilitates coordination between HIFIS and BNL	Yes
6a	HIFIS is the data platform your community uses to hold BNL data	No
	TRACK MONTHLY IDENTIFIED INDIVIDUALS: BNL tracks the total number of newly	

System Dashboard (Scorecards) | BNL Dashboard (RF) | Improvement Dashboard (RF) | BNL

COORDINATED ACCESS SYSTEM SCORECARD

*To retake the Coordinated Access System Scorecard, click the cell above or go to this URL: https://goo.gl/IFbcTY

VERSION	TIMESTAMP	SCORE	QUESTIONS REMAINING	ROBUST CAS
1.0	9/22/2017	6	Question 2 Question 4 Question 5 Question 6 Question 7 Question 8 Question 10 Question 12 Question 13 Question 14 Question 15 Question 16 Question 17 Question 18 Question 19 Question 22 Question 23	No

DETAILED SCORECARD [CAS]

Question #	Question	Answer
1	Has a governing body that makes timely CAS decisions that incorporate regular feedback from stakeholders, including consumers	Yes
2	Has documented and approved policies and procedures for each of the following system components: (1) access, (2) assessment, (3) prioritization, and (4) referral	No
3	Conducts regular evaluations of your intake, assessment, and referral processes that (1) consults with program participants as well as participating projects and (2) results in updates to the CAS policies and procedures	Yes
4	Keeps a documented list of agencies who are responsible for conducting assessments, and these agencies are provided regular training opportunities, including staff onboarding on how to complete assessments	No
5	Outreach engagement efforts and system access points cover the community's geographic area, ensuring access to the system regardless of where people present	No
6	Persons encountered by your community's street outreach staff are offered access to the system, and the services and housing provided through that system, equally as	No

System Dashboard (Scorecards) | BNL Dashboard (RF) | Improvement Dashboard (RF) | BNL Eng

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Summary of Overall Progress To-Date

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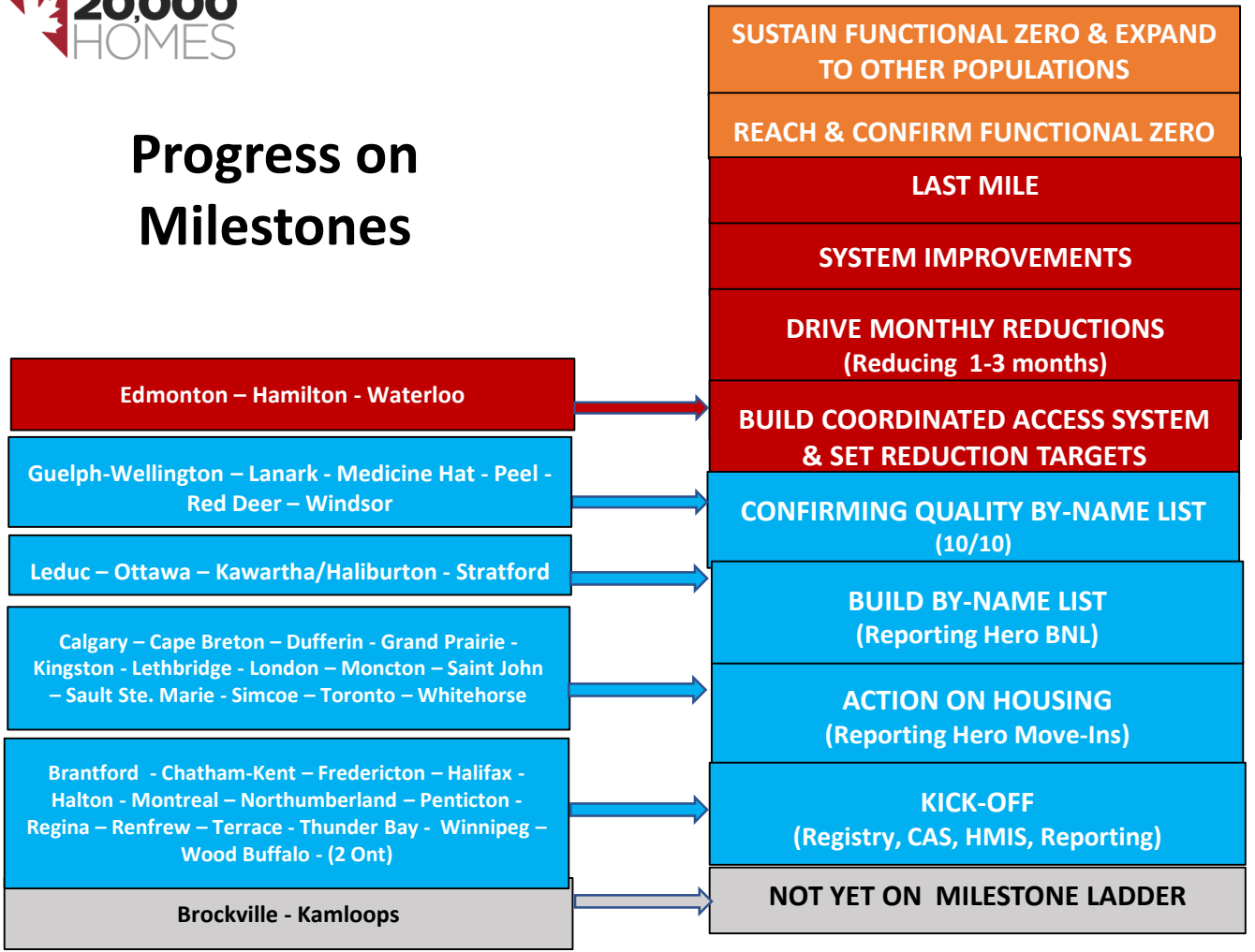
20,000 HOMES

Progress on Milestones



Next Steps

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20,000 HOMES

Canadian Collaborative Opportunities for 20KHomes Campaign Communities 2018 - 2020

Introduction and Survey

Over 2017/18, the Canadian Alliance to End Homelessness (CAEH) and eight 20,000 Homes Campaign communities (Edmonton, Whitehorse, Lanark County, Peel Region, Toronto, Hamilton, Waterloo Region and Windsor) partnered with Community Solution's Built for Zero to test a structured, collaborative, peer learning approach to ending chronic homelessness that combines and adapts elements of Collective Impact with proven methods of implementation and quality improvement science. This has been called the 20KHomes/BFZ Collaborative. This approach has been very effective in helping Canadian communities move to quality By-Name Lists and begin the process of reducing chronic homelessness.

Building on our learnings from this process, the CAEH is exploring the possibility of scaling and adapting this collaborative model into a fully Canadian collaborative approach to support ending chronic homelessness for 20,000 Homes Campaign communities. Our intention is to offer a Canadian collaborative beginning as soon as possible in 2018. **We're conducting this survey with participating 20KHomes communities to collect feedback and gauge interest in different collaborative opportunities.** In order to respond to the survey, please review the details of what a Canadian Collaborative may look like in this Overview Document with further details in this Webinar (with further information on the intersection with the US Built for Zero Collaborative model HERE).

Please take a few minutes to answer this eight-question survey – it should take approximately 10 minutes to complete. Your responses will be very valuable in helping us in the planning and development of an effective Canadian collaborative approach.

Please complete this survey between March 19 – April 13, 2018. If you have any questions, please contact Marie Morrison, Director 20KHomes at marie@caeh.ca. You may also attend or listen to the recording of the Canadian Collaborative Q&A Webinar taking place Friday, March 23rd from Noon-1pm EST - Register/listen HERE.

* 1. What community are you from?

* 2. Who is completing the survey?

20KHomes Canadian Collaborative Options Survey

(Link)

Due April 13th

More Info – Webinars, PowerPoint etc.

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US/20K Homes Built for Zero 2017/18
Eight Participating Canadian Communities

CAEH

20,000 HOMES

A structured & supportive approach to ending chronic homelessness

PROGRESS & PERFORMANCE IMPROVEMENT REPORTING

BUILDING BLOCKS TO FUNCTIONAL ZERO

PEER LEARNING

A STRUCTURED PROCESS

Collaborative Timeline 2018/19

APRIL – MAY 2018	June 2018	JUNE – OCTOBER 2018	NOV. 2018	NOVEMBER 2018- FEBRUARY 2019	MARCH 2019	MARCH - MAY 2018	JUNE 2019
Pre-Action Cycle		Action Cycle #1		Action Cycle #2		Action Cycle #3	
Learning Session #1			CAEH Conference + Learning Session #2		Learning Session #3		2019 Learning Session #4
Delivered with Built for Zero in the US Detroit June 25-27, 2018			HAMILTON Nov 5-8, 2018		EASTERN CANADA		WESTERN CANADA
US BFZ Conference Website			First Canadian Learning Session				
Training & Transition for Canadian Team							
Training & Transition for Canadian Team							

Tools & Resources Used to Support Communities in BFZ Collaborative

Change Package
&
Storyboard

Performance Management Tracker

- Monthly Data
- BNL Scorecard
- CAS Scorecard
- QI Engine

Coaching, Experts, Partners,
&
Peer-Based Learning

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Built For Zero. COMMUNITY SOLUTIONS

Summary - What You Get Through The Collaborative

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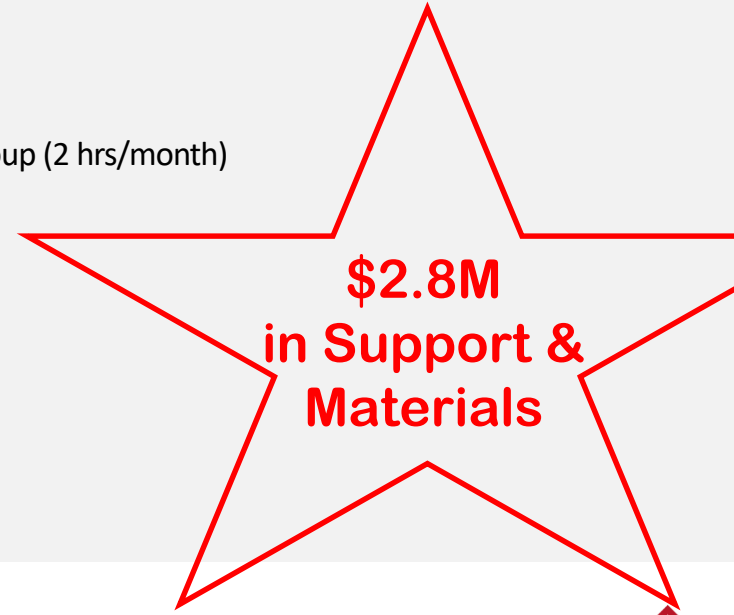
- Learning Sessions
  - 6-7 conference/workshops over 2018-2020
  - Quality improvement and implementation science training
  - Experts, partners, coaches, peer learning and sharing
  - Goal setting and action planning
- Action Cycles
  - 5-6 action cycles over 2018-2020
  - Virtual Coaching – individual and group (2 hrs/month)
  - Webinars
  - Data support
- Exclusive Access to Tools
  - Separate Collaborative Website
  - All your materials in one place
  - Performance Management Tracker
  - Change Package
  - Storyboard
  - Self-Assessment Tools



Surveying on Options & Costs 2018-2020

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1. In-Person Collaborative (5-7 learning sessions & 5-6 action cycles)
   a) Quick Start - June 25-27, 2018 - BFZ Conference - Detroit
   b) Regular Start – Nov 5-8, 2018 with CAEH Conference - Hamilton

Sliding scale fee (payable ASAP up to May 2019) + travel
- $25,000 for largest communities
- $10,000 mid-sized communities
- $5,000 smaller communities
- $2,000 smallest communities

2. Virtual Collaborative (same learning session/action cycle timeframe)
- Individual and group coaching 2 hours/month
- One-day webinar-based learning session 3x/year (in place of learning session)
- Access to all tools
- Flat fee $2,000 (payable ASAP up to May 2019)

Other Updates/Next Steps

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- **Survey due April 13 – Clarifying next steps by early May**
- **New Canadian Chronic Functional Zero/BNL Video Coming**
- **HIFIS 4 20KHomes Move In Report & BNL Measures Report**
- **More clean-up on Performance Management Trackers**
- **Continue adding new materials to website – please share materials**
- **Translating New Materials into French – June/July**
- **Webinars – monthly - plus more**
- **Work to Zero - reach 20,000 housed & rebrand as Built for Zero Canada**
- **Blogs from CAEH on topics of interest**
- **CAEH Technical and Training Assistance – here**
  - Coaching and referrals related to training needs
  - Complimentary for HPS HF and Fee for Service Training
  - Monthly Housing First Community of Practice webinar calls and Canadian Housing First Toolkit

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