CAEH Canadian Alliance to End Homelessness

20,000 HOMES

20KHomes All Hands on Deck
Quarterly Update
July 17, 2018

Agenda

20,000 HOMES CAMPAIGN

- Confirming shared goal
- Campaign Progress April-June 2018
- What's New
- What's Next – 20KHomes Collaborative 2018-2020
- Q&A

Shared Aim & Approach

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 Zero Chronic Homelessness

20,000 HOMES CAMPAIGN

≤

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.

Key Milestones Toward Functional Zero Chronic

20,000 HOMES CAMPAIGN

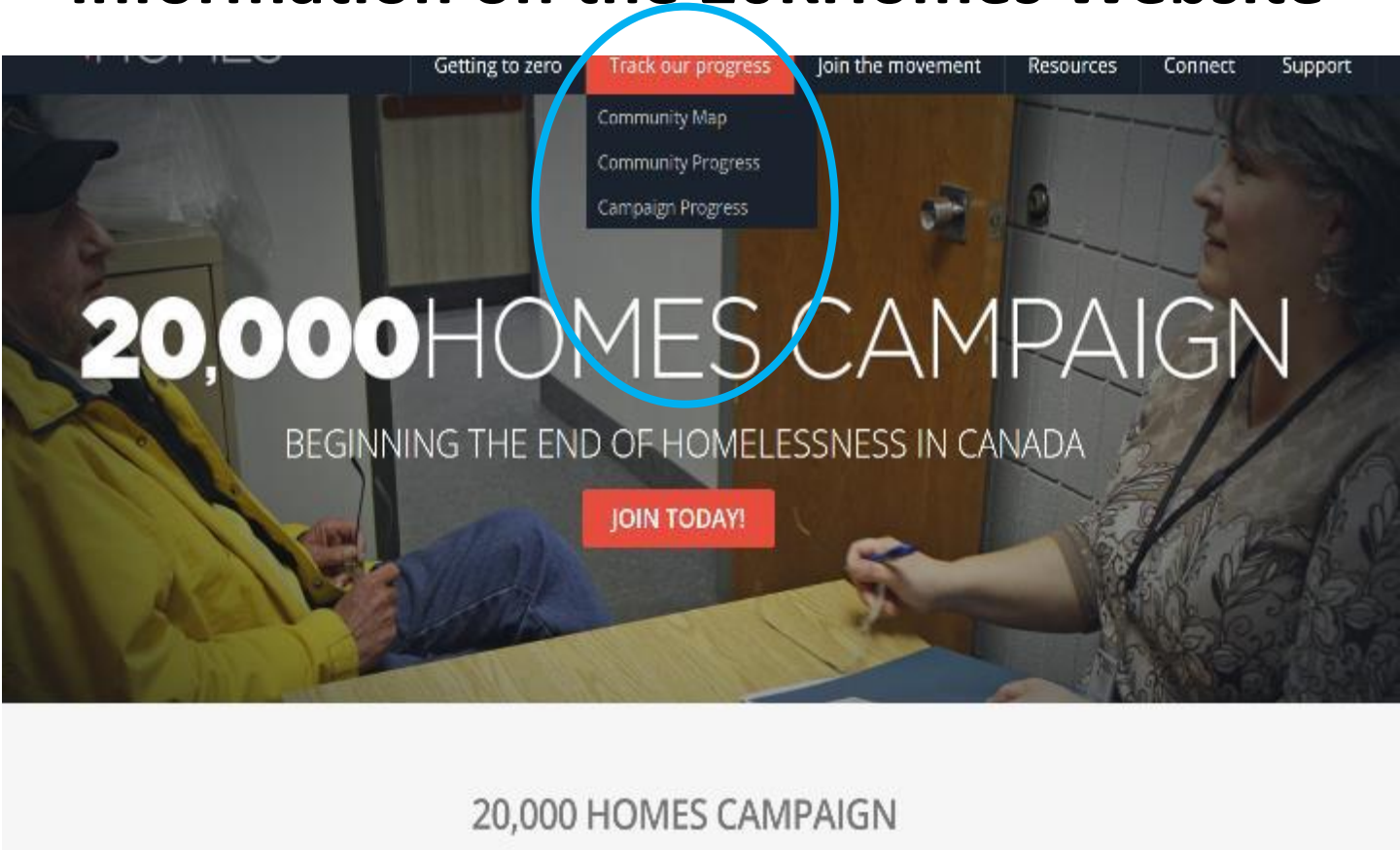
Identify People - Take Action – House the Most Vulnerable

Building a By-Name List and Monthly Reporting

System Understanding, Improvement, Functional Zero Chronic

Campaign Progress

Updated Tracking Our Progress Information on the 20KHomes Website



Progress Snapshot

44 COMMUNITIES SIGNED-UP

40 COMMUNITIES REPORTING

15,514 TOTAL HOUSING MOVE-INS

39 COMMUNITIES HAVE A BNL SCORECARD BASELINE

13 COMMUNITIES CLOSE/PROGRESSING TO QUALITY BY-NAME LIST

9 COMMUNITIES WITH QUALITY BY-NAME LIST

0 COMMUNITIES BELOW INITIAL BASELINE

0 COMMUNITIES ACTIVELY REDUCING

0 COMMUNITIES IN FINAL MILE

0 REACHED FUNCTIONAL ZERO CHRONIC

0 SUSTAINING FUNCTIONAL ZERO CHRONIC

CURRENT CAMPAIGN COMMUNITIES

Communities Signed-Up

44 SIGNED-UP

8 PROVINCES & 1 TERRITORY

1 YUKON TERRITORY

3 BRITISH COLUMBIA

8 ALBERTA

1 SASKACHEWAN

1 MANITOBA

24 ONTARIO

1 QUEBEC

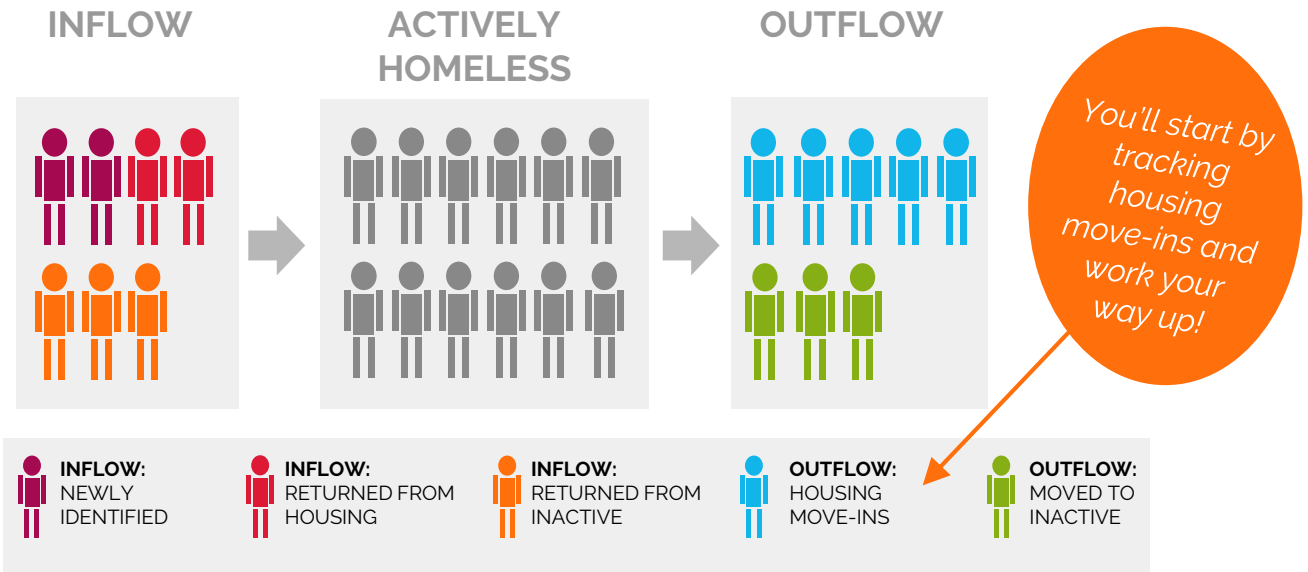
3 NEW BRUNSWICK

2 NOVA SCOTIA

Reporting
&
Housing Move-Ins

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]

Communities Reporting

40 COMMUNITIES HAVE REPORTED MOVE-INS **= 91%**

HOUSING MOVE-IN REPORTING HEROES

31=70%

BY-NAME LIST MEASURES REPORTING HEROES

17=39%

(REPORTING HERO = 3 OR MORE CONSECUTIVE MONTHS REPORTED)

Reporting Heroes

Housing Move-Ins	By-Name List Measures
Three or more consecutive months of monthly data – where reported at some point above "0" (31=70%) (compared to 24=55% last quarter)	At least some elements and actively homeless #'s three or more consecutive months (17=39%) (compared to 9=20% last quarter)
Calgary Cape Breton Chatham-Kent Dufferin County Edmonton Fort McMurray Grand Prairie Guelph-Wellingt Halton Hamilton Kawartha/Haliburt Kingston Lanark County Leduc Lethbridge London Medicine Hat Moncton Ottawa Peel Region Red Deer Regina Saint John Sault St. Marie Simcoe Stratford Sudbury Toronto Waterloo Whitehorse Windsor	Cape Breton Chatham-Kent Edmonton Guelph-Wellington Hamilton Kawartha/Haliburton Lanark County Leduc Medicine Hat Ottawa Peel Region Sault St. Marie Stratford Sudbury Waterloo Whitehorse Windsor

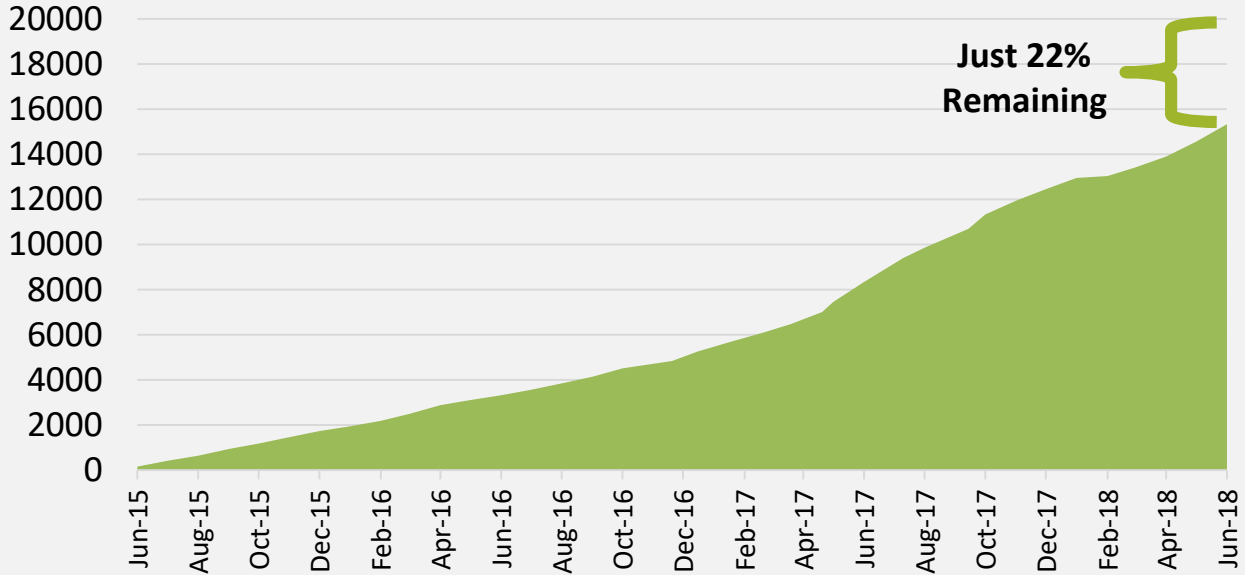
Overall 40 communities reporting = 91% **(compared to 32=73% last quarter)**

(Others reporting but not "yet" at reporting hero status are:
Halifax, Kamloops, Montreal, Northumberland, Penticton, Renfrew, Terrace, Thunder Bay, Winnipeg)

20,000 HOMES

20,000 HOMES CAMPAIGN

Housing Move-Ins Reported from June 2015 - June 2018



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Housing Move-Ins Reported

15,514 = 78%

OF 20,000 GOAL

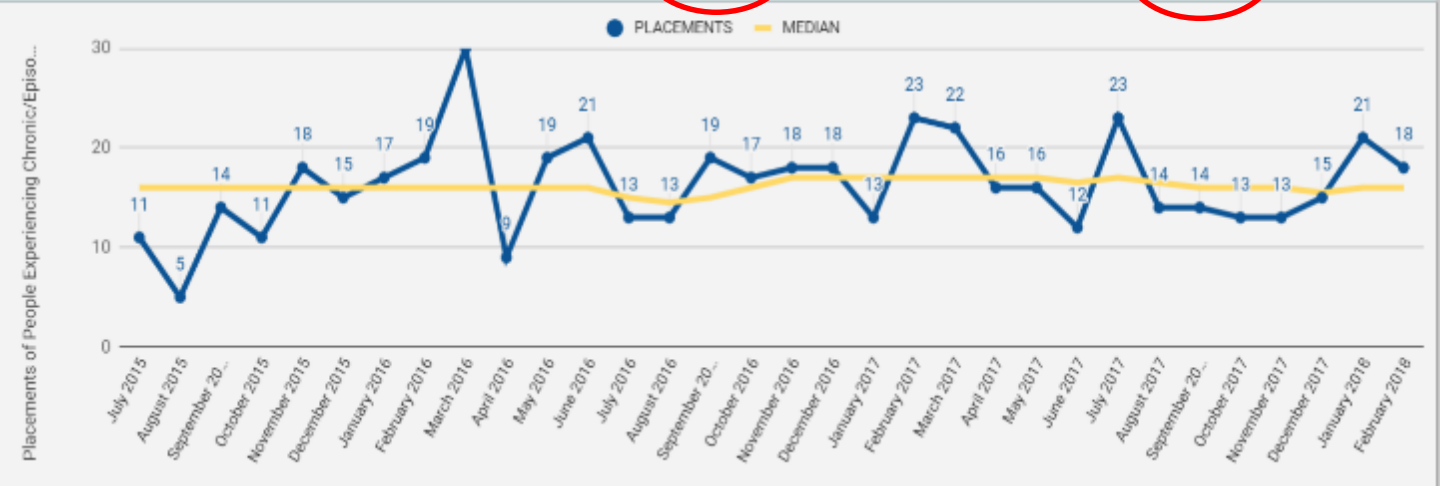
CHRONIC	EPISODIC	HIGH ACUITY
7,498	3,205	6,328

INDIGENOUS	VETERANS	YOUTH
3,473	172	1,289

PMT - 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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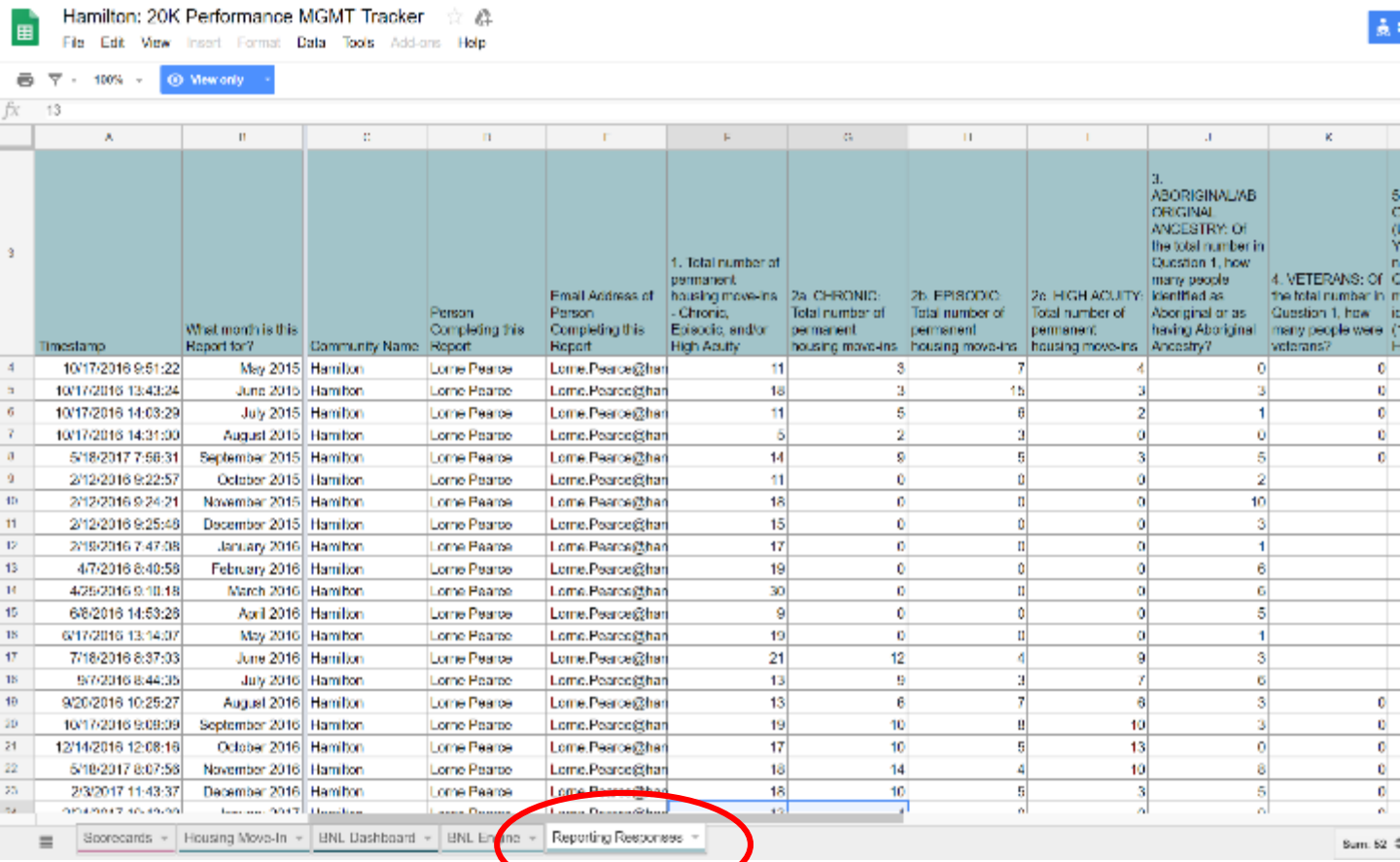
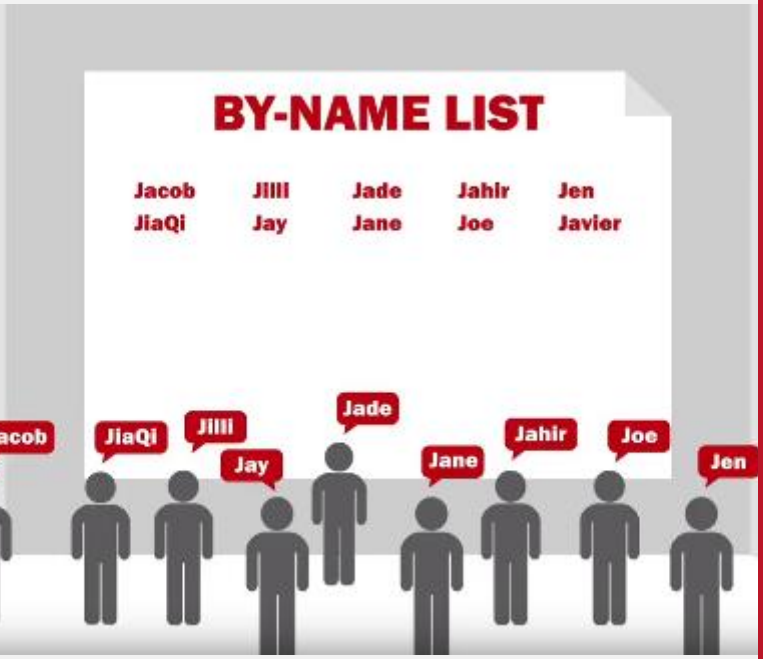
PMT - Reporting Responses Tab





Quality By-Name List

Kick-Off Through Registry Week

2014-2017 (20)		2018 (18)	
Waterloo (2014)	Windsor (2016*)	Brantford*	Peel Region*
Ottawa (2015)	Peel (2016)	Cape Breton*	Peterborough*
Hamilton (2015&16*)	Simcoe (2016)	Chatham-Kent	Renfrew
Edmonton (2015)	Dufferin (2016)	Dufferin*	Simcoe*
Lanark (2015)	Penticton (2016/17)	Guelph-Well*	Stratford
London (2015/16/17)	Kawartha/Halib (2016)	Halifax*	Thunder Bay*
Fredericton (2016*)	Renfrew (2016)	Hamilton*	Windsor*
Guelph-Well (2016*)	Northumberland (2016)	Kawartha/Halib	
Saint John (2016*)	Stratford (2017)	London*	
Thunder Bay (2016*)		Moncton*	
Whitehorse (2016*)		Northumberland	

- Total of **25** 20KHomes communities have conducted Registry Weeks (57%) of which **16** have completed joint PiT/Registry Weeks (*) (36%)

(Total joint PiT/Registry Weeks in 20KHomes communities included 7 in 2016 and 13 in 2018 = 16 communities when duplicates removed)

Getting to a Quality By-Name List

20,000 HOMES CAMPAIGN

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.

PMT - 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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Communities with a Quality By-Name List

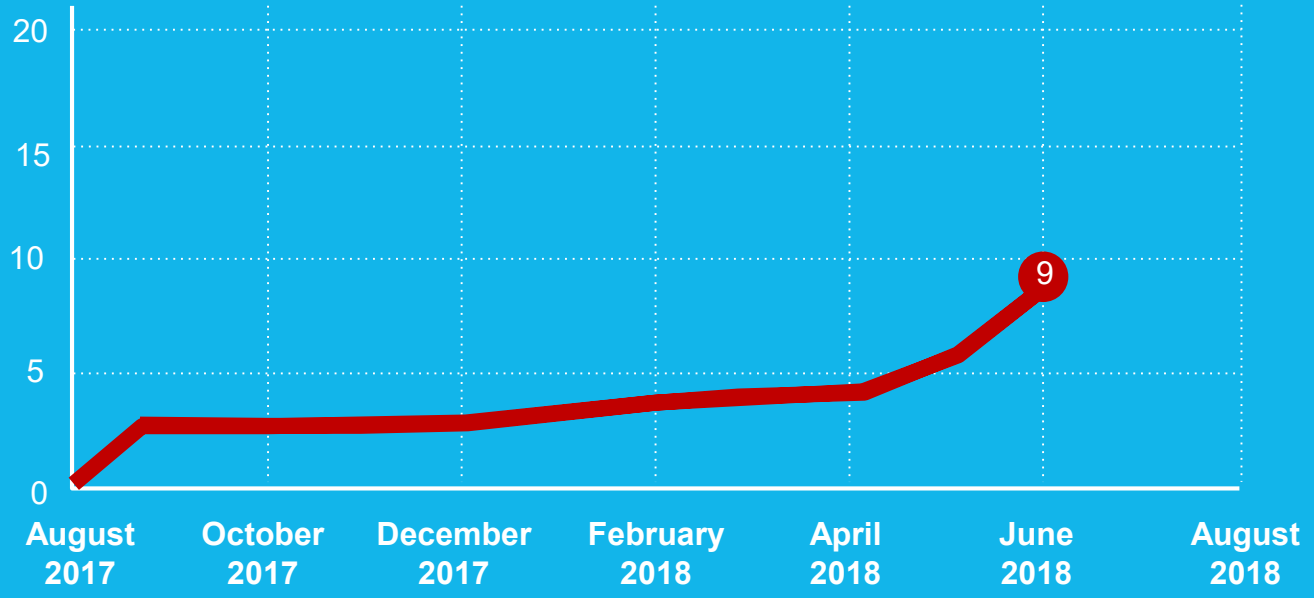
9 COMMUNITIES WITH A QUALITY BY-NAME LIST

39
COMMUNITIES HAVE A BNL SCORECARD BASELINE

16
COMMUNITIES ARE BNL REPORTING HEROES

13
COMMUNITIES CLOSE/PROGRESSING TO QUALITY BNL

20KHomes
By-Name List Revolution



Current State – BNL Scorecard

20,000 HOMES CAMPAIGN

- 9 communities have a quality By-Name List (Chatham-Kent, Edmonton, Guelph-Wellington, Hamilton, Lanark - youth, Ottawa, Peel, Waterloo, and Windsor)
- 39 (89%) have a scorecard baseline (compared to 25 last quarter)
- 13 are close/progressing to a quality BNL:
  - 2 have been confirmed as having a 10/10 on their scorecard and are in process of confirming data (Medicine Hat and Red Deer)
  - 11 others have scored 6 or above on their BNL Scorecard – some also have prepared BNL Scorecard Worksheets and/or have submitted BNL data (Grand Prairie, Kawartha-Haliburton, London, Regina, Sault St. Marie, Toronto, Whitehorse, Kingston, Moncton, Northumberland, Leduc)
- Scoring ranges from 0 - 9 for those not yet at 10/10
- Average of scores submitted (not yet at a 10) = 4 (compared to 3.7 last Q)

By-Name List Scorecard
Areas Communities Working On

1	List all known individuals	21
2	Implement an inactivity policy	18
3	Track status changes	13
4	Coordinate outreach coverage	18
5	Maximize provider participation	17
6	Assign unique identifier	15
7	Track newly identified individuals	14
8	Track without a full assessment	18
9	Track chronicity after initial assessment	19
10	Track returns to list	15

Key BNL Scorecard Resources

20,000 HOMES CAMPAIGN

- BNL Scorecard Guide
- By-Name List Scorecard Worksheet
- BNL Scorecard Group Exercises
- Inactivity Policy – Key Considerations and Examples
- Provider Participation Inventory Tool
- Four Sample Excel Spreadsheet Templates

Reducing Chronic Homelessness

Communities Reducing

(three indicators)

1. Basic Measure

2 HAVE QUALITY BASELINE MONTH

0 CHRONIC HOMELESS NUMBER BELOW INITIAL BASELINE

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2. Signals a Statistically Significant Change Over Time

0 COMMUNITIES WITH 10 MONTHS DATA SINCE BASELINE

0 COMMUNITIES ON TRACK FOR REDUCING (3 MONTHS DOWNWARD TREND OR SHIFT)

0 COMMUNITIES ACTIVELY REDUCING (EXPERIENCING A DOWNWARD TREND OR SHIFT)

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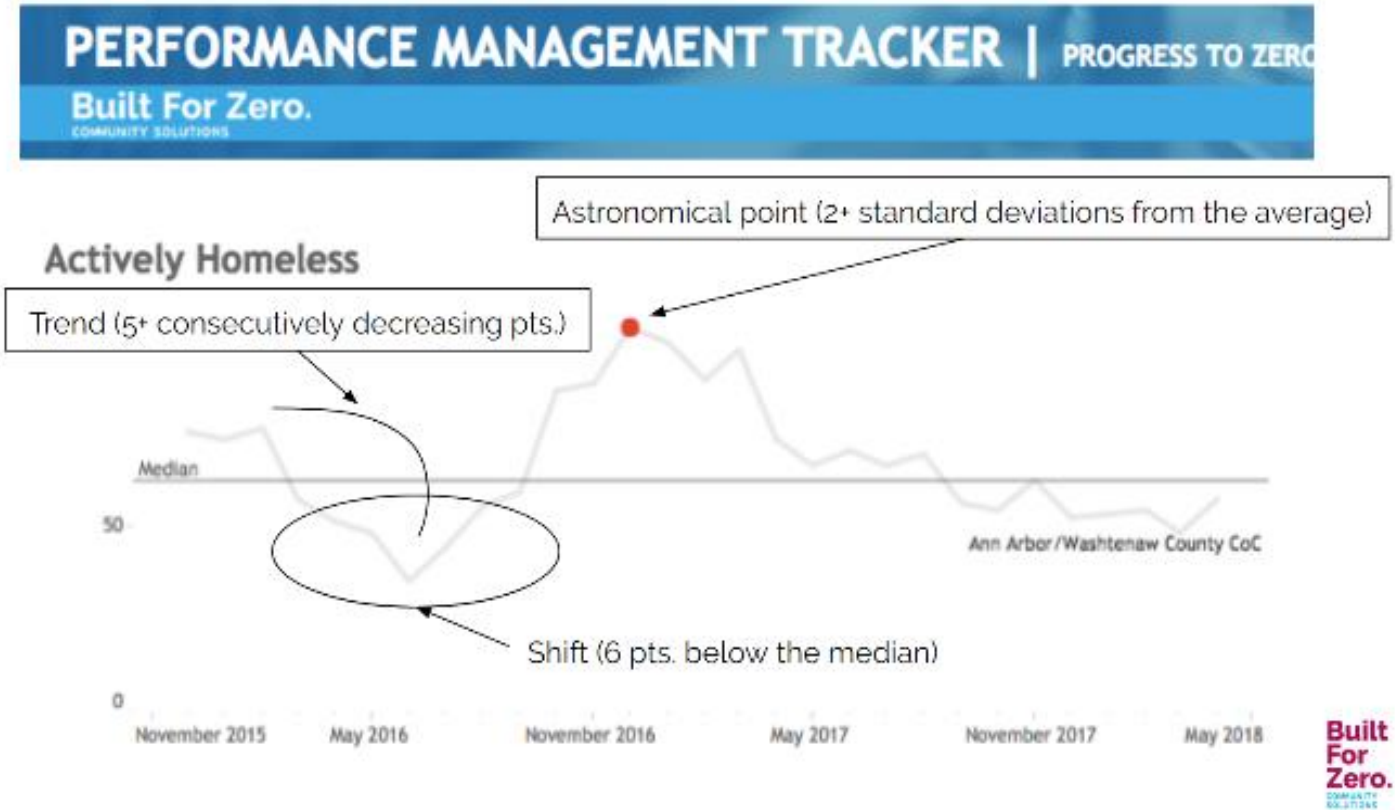
3. Proximity to Functional Zero Chronic Homelessness

0 COMMUNITIES IN FINAL MILE

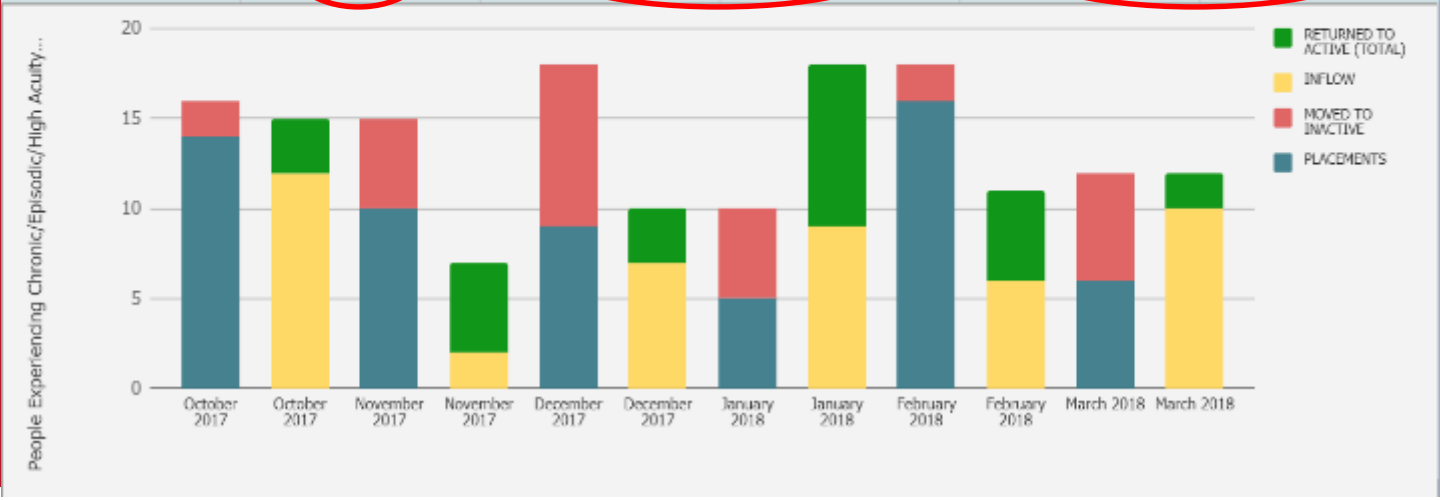
Run Chart


PERFORMANCE MANAGEMENT TRACKER | PROGRESS TO ZERO
Built For Zero.
COMMUNITY SOLUTIONS
Astronomical point (2+ standard deviations from the average)
Actively Homeless
Trend (5+ consecutively decreasing pts.)
Median
50
0
Ann Arbor/Washtenaw County CoC
Shift (6 pts. below the median)
November 2015
May 2016
November 2016
May 2017
November 2017
May 2018
Built For Zero.

PMT - 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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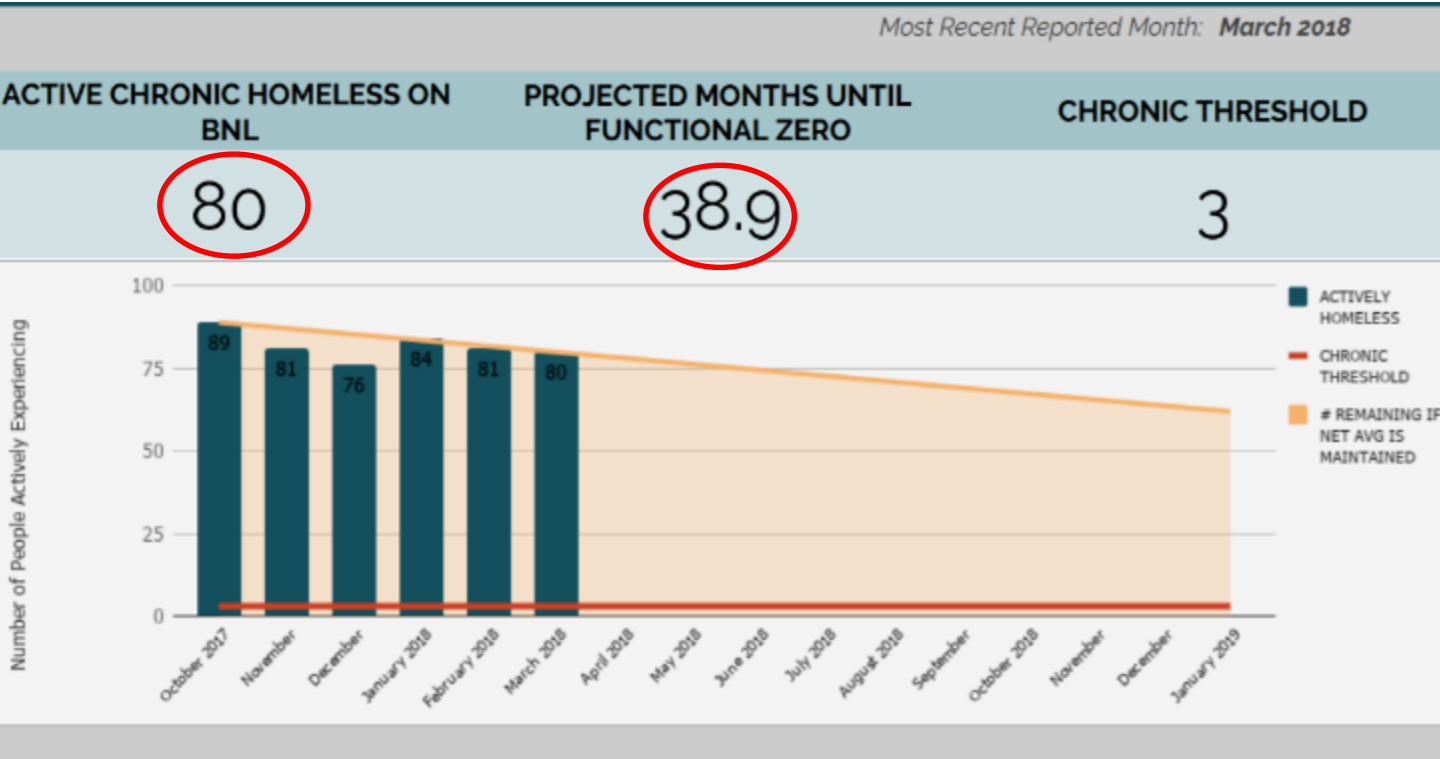
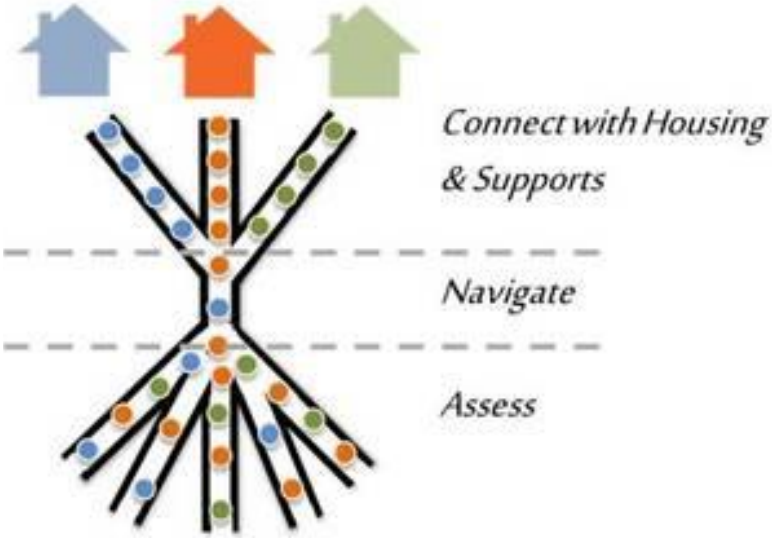
PMT - Countdown Dashboard





Coordinated Access System (CAS)

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CAS Scorecard

20,000 HOMES CAMPAIGN

- You are now being asked to take the on-line CAS Scorecard quarterly and for the first time by no later than October 19, 2018.
- Keep track of your progress on the CAS Scorecard Worksheet. Refer to the CAS Scorecard Guide if you need further information, tips or resources.
- The Campaign will recognize when a community self-assesses as scoring 23 but recognizes this scorecard as more of an on-going improvement tool at this point.

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)

Scorecards in Your Performance Management Tracker

BY-NAME LIST SCORECARD

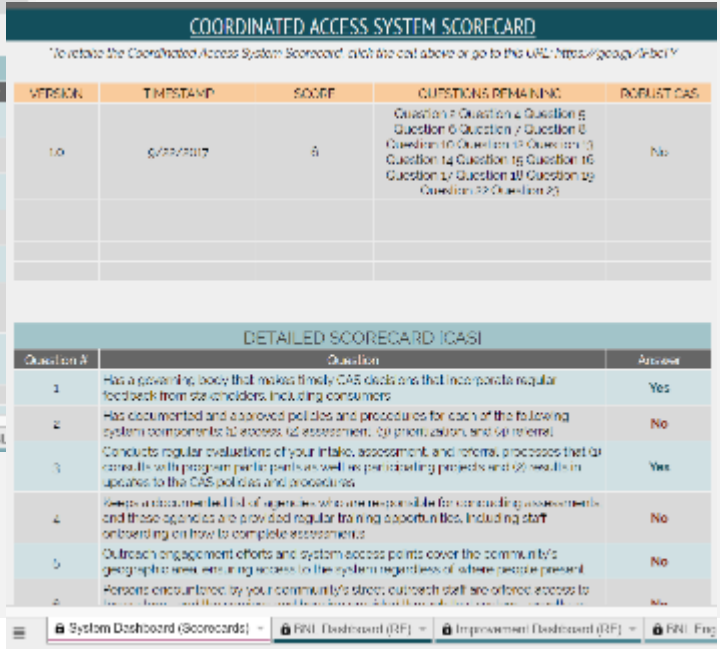
To retake the BNL Scorecard, click the cell above or go to the URL: https://goo.gl/y9zbD

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
3.0	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

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 the URL: https://goo.gl/vbcl

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 [illegible]	No

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

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Current State – CAS Scorecard

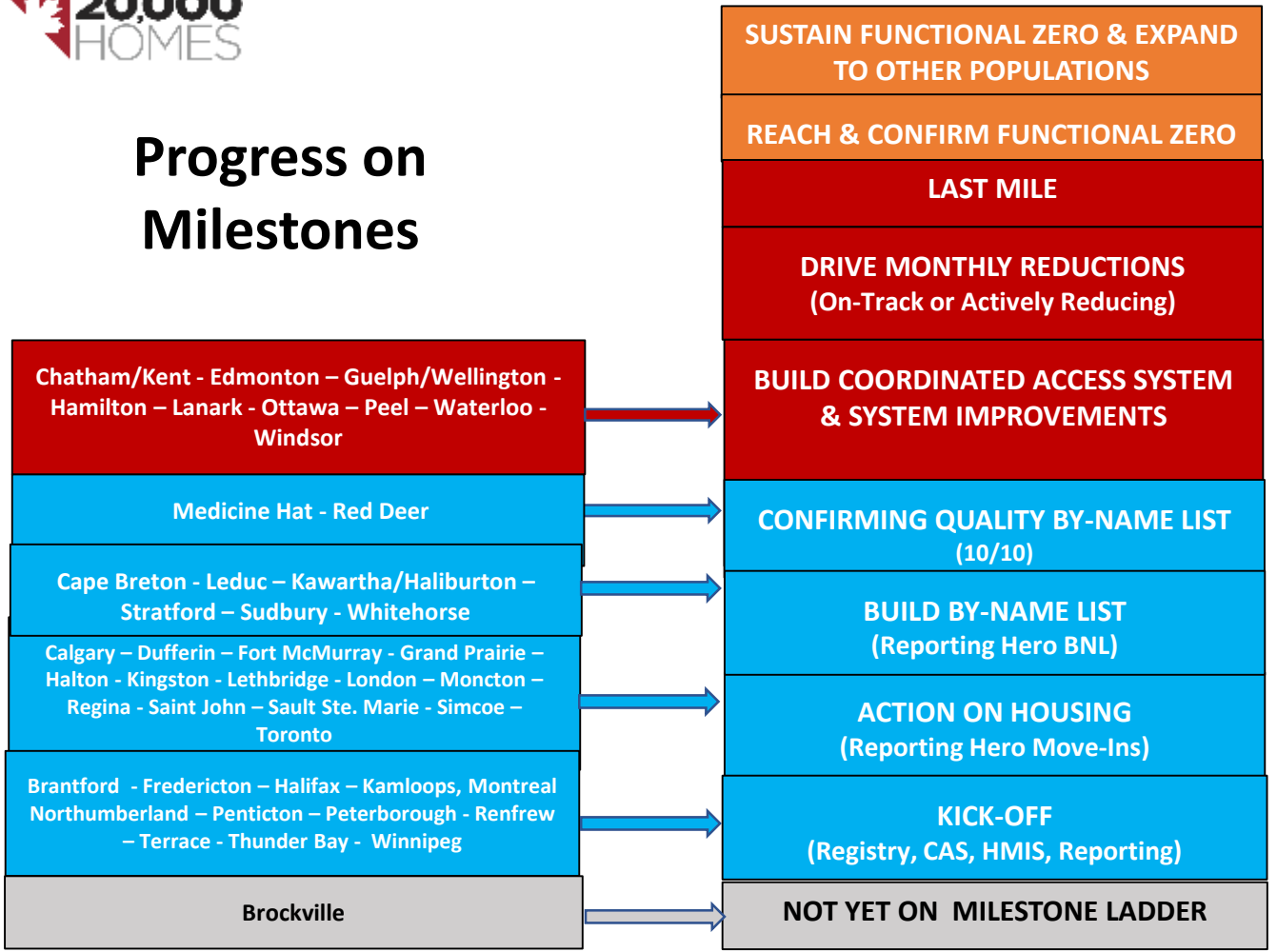
20,000 HOMES CAMPAIGN

- 17 communities have taken to-date (compared to 6 last quarter)
  - Calgary, Edmonton, Fort McMurray, Guelph-Wellington, Halton, Hamilton, Kamloops, Lanark, Moncton, Montreal, Ottawa, Peel, Terrace, Toronto, Waterloo, Whitehorse, and Windsor
- Scores range from 0 – 22 (out of 23)
- Average score = 11 (out of 23) (compared to 9.3 last quarter)

Summary of Overall Progress To-Date

20,000 HOMES

Progress on Milestones



20,000 HOMES

What's New Over Last Quarter

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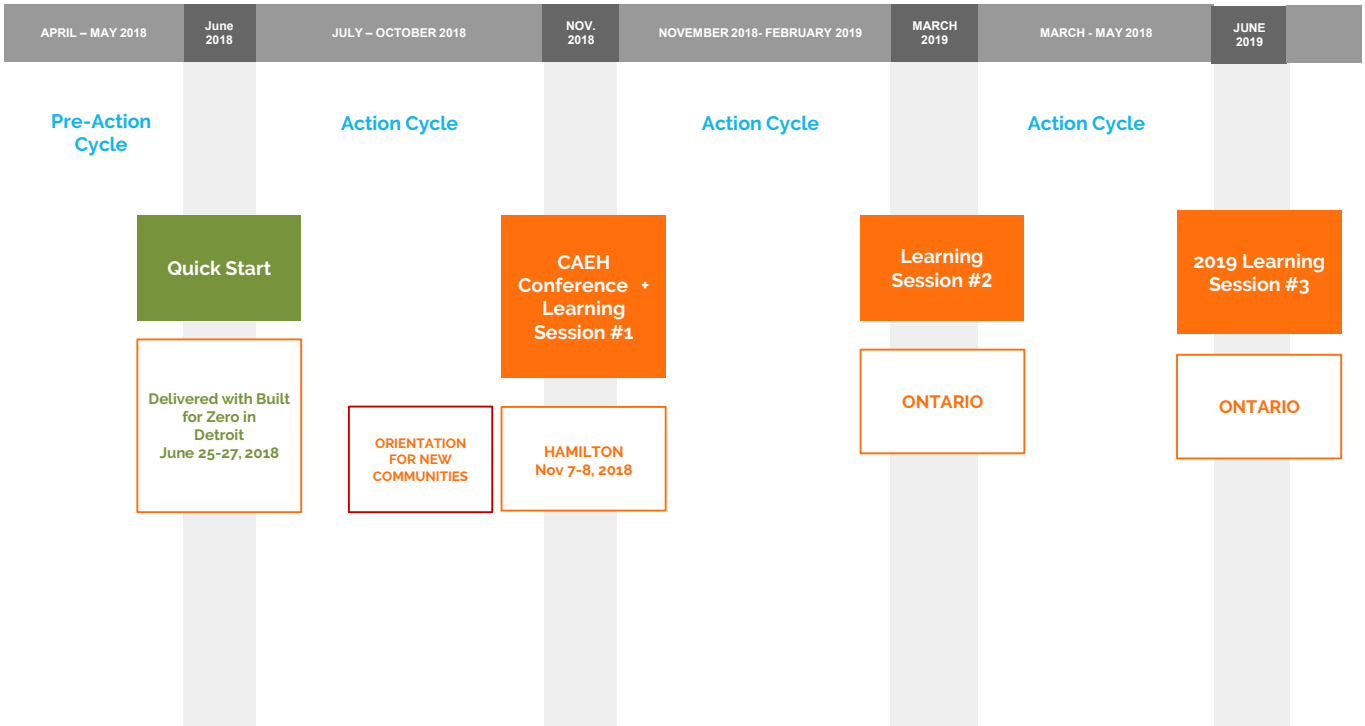
What's New Over Last Quarter

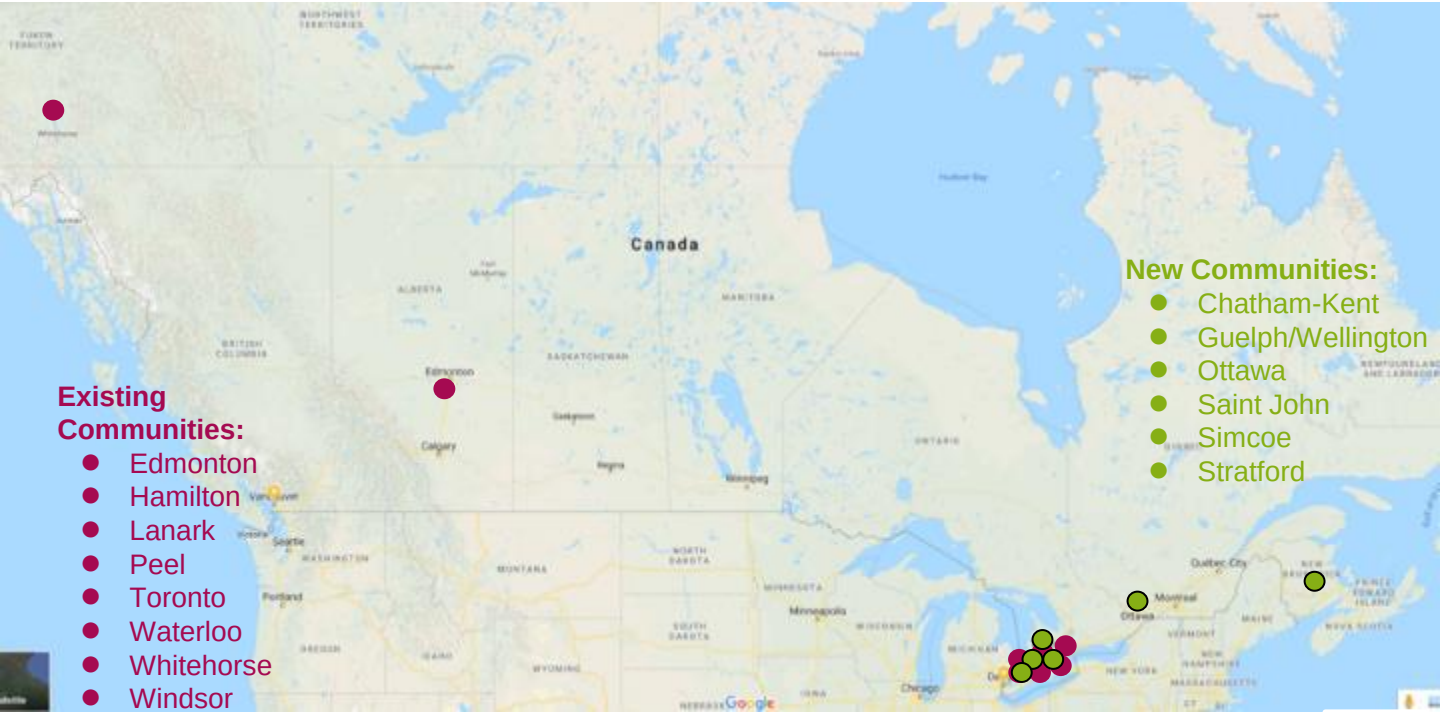
20,000 HOMES CAMPAIGN

- **Website Updates:**
  - By-Name List and CAS now separate web pages under "Resources"
  - "Track our Progress" Updated
  - "Resources" cleaned – Registry Week info moved to "Registry Toolkit"
  - BNL and CAS pages and resources translated into French
- **Updated Resources:**
  - Functional Zero Chronic Homelessness Q&A – new and updated questions
  - BNL Scorecard Guide – added tips for HIFIS 4 and other links and fixes
  - Performance Management Trackers cleaned-up
- **New Resources:**
  - Canadian BNL and Functional Zero Video
  - HIFIS 4 20KHomes Move-In Report (request from marie@caeh.ca)
  - Community BNL/CAS Process Guides, Policies, Forms, Data Dashboards, etc.
  - Provider Participation Inventory Tool (#5 on BNL Scorecard)
  - Pictures of Coordinated Access Systems
  - Webinars – under "archived webinars" (Diversion, Proof Points, Landlords)
  - Draft Reduce Description Q&A
  - CAEH Blogs – Real-Time Data & CAS & Common Assessment Tools
- Peterborough and Sudbury officially announced
- 6 new communities joined the "Quick-Start" option for 20KHomes Collab.

In-Person Collaborative Timeline 2018/19



Detroit BFZ Conference & Learning Session
Fourteen Canadian Communities (8 Existing & 6 New)



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What's Next

What's Next

20,000 HOMES CAMPAIGN

- More tools and resources being added to the 20KHomes website
- More CAEH blogs coming – BNL, Prioritization, Guest Blogs
- Monthly Webinars
- Hiring 20KHomes Staff Team
- Implementation Partners – OrgCode, ACRE Consulting and Community Solutions + others
- Support Options 2018-2020 confirmed - 20KHomes Collaborative (In-Person or Virtual) or Self-Directed

Hiring Staff

20,000 HOMES CAMPAIGN

- See postings on CAEH website – HERE
  - Improvement Advisor (2 positions)
  - Data Infrastructure and Support Lead
  - Data and Reporting Advisor
  - Communications Advisor
  - Campaign Coordinator
- Applications due August 3, 2018.
- Please pass along this information to anyone you think might be interested. Contact marie@caeh.ca with any questions.

20KHomes Support Options

20,000 HOMES CAMPAIGN

20KHomes Support Options Description 2018-2020

Community Sign-Up for Leads to complete – due Sept 5th

Webinar - 20KHomes Collaborative Updates and Questions – August 23 from 1:30-3pm EDT – Register Here

20KHomes Collaborative

A structured & supportive approach to ending chronic homelessness

PROGRESS & PERFORMANCE IMPROVEMENT REPORTING

BUILDING BLOCKS TO FUNCTIONAL ZERO

PEER LEARNING

A STRUCTURED PROCESS

Goal: Graduate through the Cohorts

BNL	= *Achieve a comprehensive, real-time, quality By-Name List that produces reliable data*
REDUCE	= *Drive monthly reductions in your actively homeless number*
ZERO FOR ALL	= *Sustain your gains while expanding to new populations*

Four Skills Every Community Needs

Complex social problems can't be solved by a static set of interventions. Communities need a **problem-solving system** that can flex as the problem evolves. (see video)

DATA ANALYTICS

Zoom in on the heart of the problem

HUMAN-CENTERED DESIGN

Engage people experiencing the problem to surface ideas

FACILITATION

Create the conditions for groups to innovate collaboratively

QUALITY IMPROVEMENT

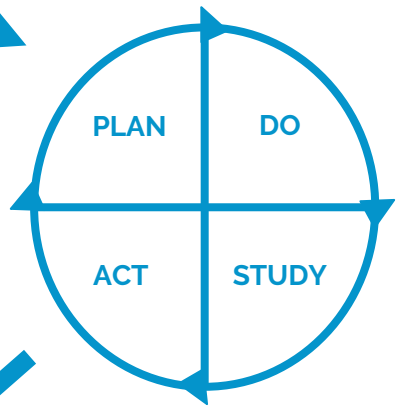
Test and evaluate each idea with objective data

The Shift from Technical Solutions to Iteration

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?



The Model for Improvement was developed by **Associates in Process Improvement** and taught by the **Institute for Healthcare Improvement** to to **Community Solutions** who taught it to us. Thank you!

Q
&
A