



20KHomes All Hands on Deck
Quarterly Update
October 23, 2018

Agenda

- Confirming Shared Goal
- Campaign Progress July-September 2018
- What's New
- What's Next
- Q&A



Shared Aim & Approach

20/20/20

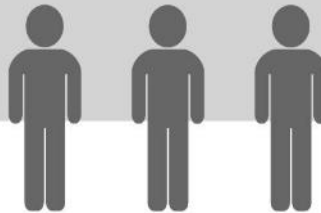
End chronic homelessness in **20**
communities and house **20,000** of
Canada's most vulnerable homeless
people by July 1, 20**20**.

The 20KHomes Definition Functional End to Chronic Homelessness

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

[20KHomes Functional Zero
Q&A Document](#)

[By-Name List & Functional
Zero Chronic 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

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

20,000
HOMES

[ABOUT](#) [CONTACT](#) [FRANÇAIS](#)



[JOIN](#)

[DONATE](#)

Getting to zero

Track our progress

Join the movement

Resources

Connect

Support

Community Map

Community Progress

Campaign Progress

20,000 HOMES CAMPAIGN

BEGINNING THE END OF HOMELESSNESS IN CANADA

JOIN TODAY!

Progress Overview

(October 19, 2018)

38 PARTICIPATING
COMMUNITIES

38 COMMUNITIES
REPORTING

17,888 TOTAL
HOUSING
MOVE-INS

38 COMMUNITIES
HAVE A BNL
SCORECARD
BASELINE

9 COMMUNITIES
WITH QUALITY BY-
NAME LIST (BNL)

14 COMMUNITIES
CLOSE/PROGRESSING
TO QUALITY BNL

38 COMMUNITIES
WITH A CAS
SCORECARD
BASELINE

8 COMMUNITIES
REPORT A STRONG
COORDINATED
ACCESS SYSTEM (CAS)

12 COMMUNITIES REPORT
CLOSE/PROGRESSING
ON STRONG CAS

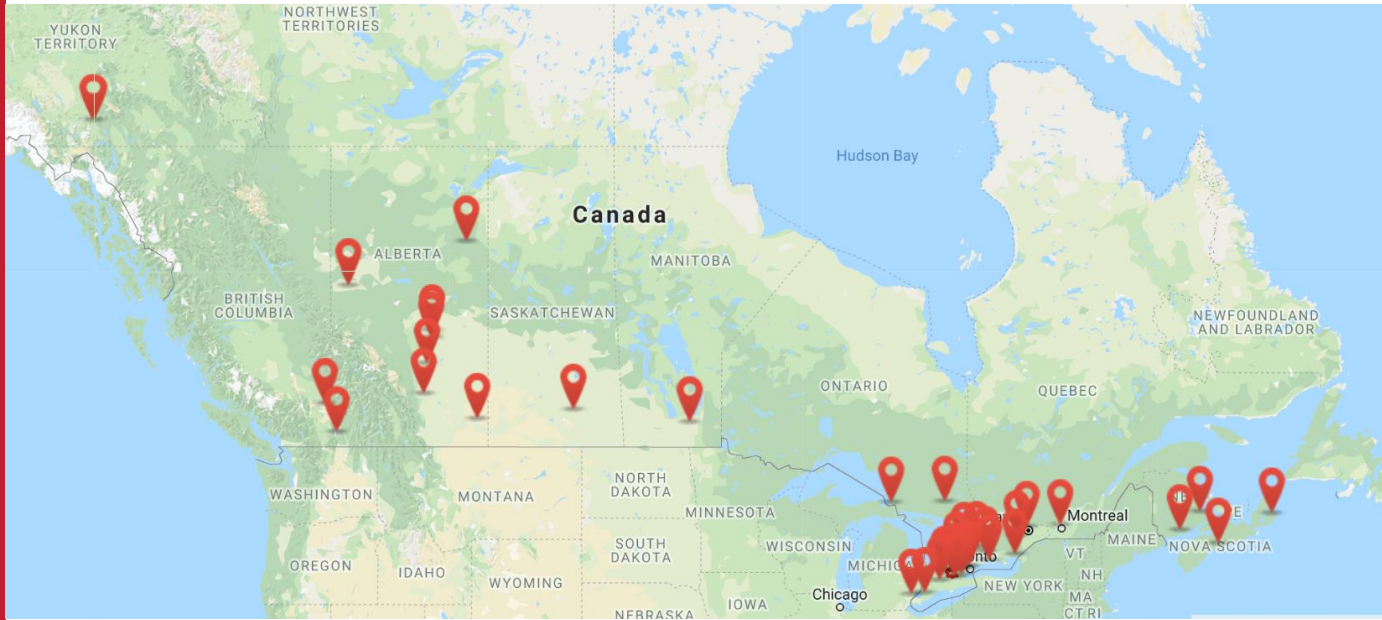
0 COMMUNITIES
WITH CHRONIC
REDUCTIONS

0 COMMUNITIES
IN FINAL MILE

0 REACHED
FUNCTIONAL
ZERO CHRONIC

0 SUSTAINING
FUNCTIONAL
ZERO CHRONIC

20KHomes Campaign Communities



Participating Communities

38 PARTICIPATING

**8 PROVINCES &
1 TERRITORY**

1 YUKON
TERRITORY

2 BRITISH
COLUMBIA

7 ALBERTA

1 SASKACHEWAN

1 MANITOBA

21 ONTARIO

1 QUEBEC

2 NEW
BRUNSWICK

2 NOVA
SCOTIA

Break-Down of the 38 Participating Communities

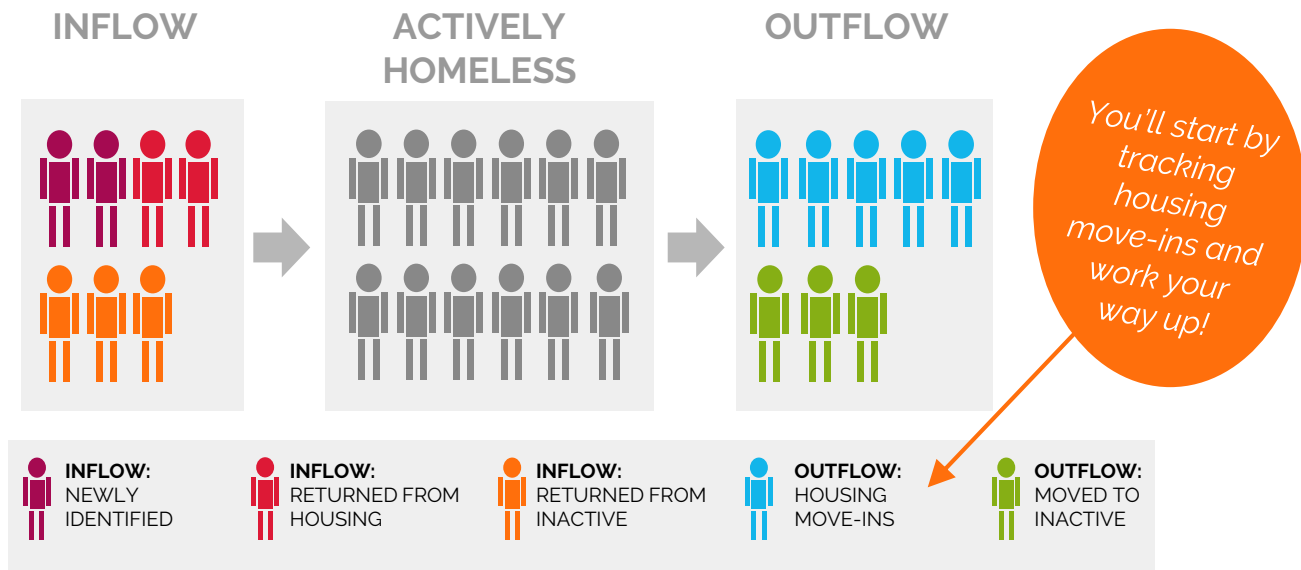
- 31 are designated HPS communities
 - Comprising 51% of all HPS designated communities
 - Representing 82% of campaign communities
 - Includes 8 of the “big 10” HPS communities
- Size and rural and northern
 - 11 large cities (big 8 HPS plus London, Peel and Waterloo)
 - 7 medium/large (100,000 – 500,000)
 - 10 medium/small (more than 40,000 but less than 100,000)
 - 10 small/rural (of which 1 is northern) (less than 40,000 and/or largely rural)



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

38 COMMUNITIES
HAVE REPORTED
MOVE-INS **= 100%**

HOUSING MOVE-IN
REPORTING HEROES

33=87%

BY-NAME LIST MEASURES
REPORTING HEROES

19=50%

(REPORTING HERO = 3 OR MORE CONSECUTIVE MONTHS REPORTED)

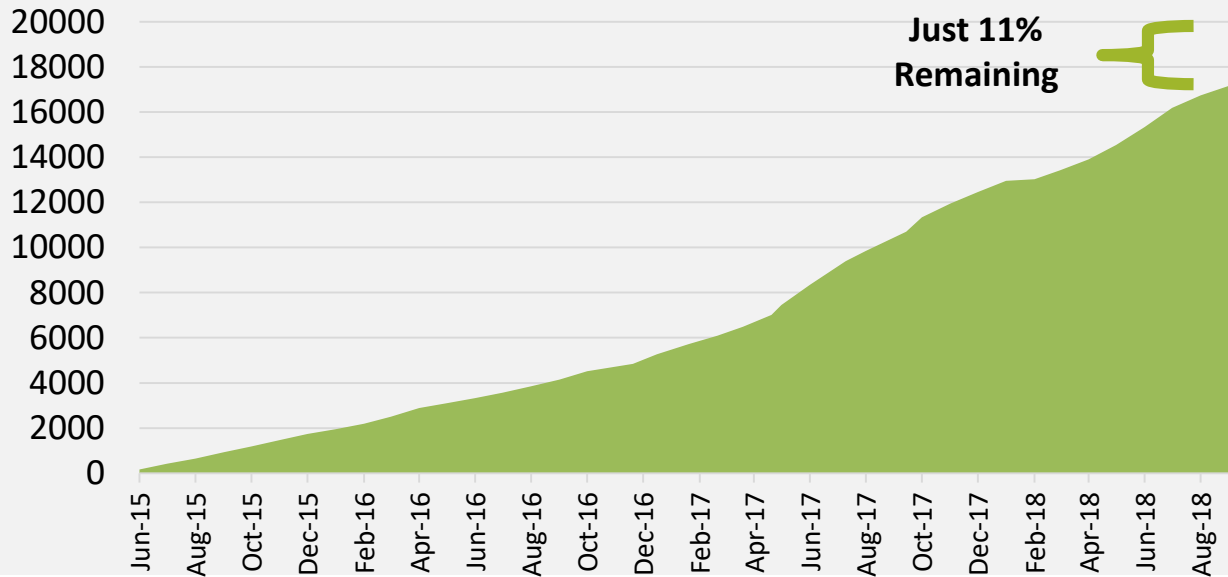
Reporting Heroes

Housing Move-Ins			By-Name List Measures	
Three or more consecutive months of monthly data – where reported at some point above “0” (33=87%) (compared to 31=70% last quarter)			At least some elements and actively homeless #'s three or more consecutive months (19=50%) (compared to 17=39% last quarter)	
Brantford	Lanark County	Saint John	Cape Breton	Ottawa
Calgary	Leduc	Sault St.	Chatham-Kent	Peel Region
Cape Breton	London	Marie	Edmonton	Peterborough
Chatham-Kent	Medicine Hat	Simcoe	Guelph-Wellington	Regina
Dufferin County	Moncton	Stratford	Hamilton	Sault St. Marie
Edmonton	Northumberland	Sudbury	Kawartha/Haliburton	Stratford
Fort McMurray	Ottawa	Toronto	Lanark County	Sudbury
Grande Prairie	Peel Region	Waterloo	Leduc	Waterloo
Guelph-Wellingt	Peterborough	Whitehorse	Medicine Hat	Whitehorse
Halton	Red Deer	Windsor		Windsor
Hamilton	Regina			
Kawartha/Haliburt				
Kingston				

Overall 39 communities reporting = 100% (compared to 91% last quarter)

(Others reporting but not “yet” at reporting hero status are:
Halifax, Kamloops, Montreal, Penticton, Winnipeg)

Housing Move-Ins Reported from June 2015 - September 2018



Housing Move-Ins Reported

17,888 = 89%

OF 20,000 GOAL

CHRONIC

8,513

EPIODIC

3,601

HIGH ACUITY

7,187

INDIGENOUS

4,031

VETERANS

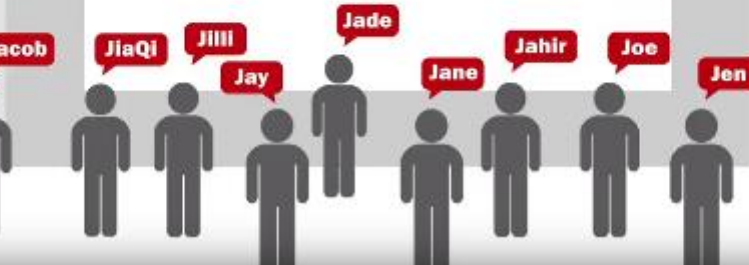
211

YOUTH

1,451

BY-NAME LIST

Jacob	Jilli	Jade	Jahir	Jen
JiaQi	Jay	Jane	Joe	Javier



Quality By-Name List

Getting to a Quality By-Name List

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	PL
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%	

PMT - Balanced and Reliable Data

20,000 HOMES CAMPAIGN

		2015-2019 COMMUNITY DATA								
		HIGH LEVEL								
		CHRONIC								
TOTAL CHRONIC MOVE-INS	MOST RECENT CHRONIC MOVE-INS	ACTIVELY HOMELESS	AVERAGE* MONTHLY MOVE-INS	AVERAGE* MONTHLY MOVED TO INACTIVE	AVERAGE* MONTHLY INFLOW	AVERAGE* MONTHLY RETURNED FROM INACTIVE	AVERAGE* MONTHLY RETURNED FROM HOUSING	AVERAGE* MONTHLY NET CHANGE	BALANCE CHECK	DATA RELIABILITY (OVER LAST 3 MONTHS)
112	18	405	7.0	35.5	36.7	4.7	0.7	-0.5	Yes	0.00%
		*All averages represent only the last 6 months of reported community data where possible								
		MONTHLY								
MONTH	REPORTED	ACTIVELY HOMELESS	MOVE-INS	MOVED TO INACTIVE	INFLOW	RETURNED FROM INACTIVE	RETURNED FROM HOUSING	NET MONTHLY CHANGE	BALANCE CHECK	DATA RELIABILITY
September 2018	No									
August 2018	Yes	405	18	38	24	6	0	-26	Yes	0.00%
July 2018	Yes	431	3	40	39	3	2	1	Yes	0.00%
June 2018	Yes	430	1	38	34	3	1	-1	Yes	0.00%
May 2018	Yes	431	3	26	39	4	1	15	Yes	0.00%
April 2018	Yes	416	5	27	31	11	0	10	Yes	0.00%
March 2018	Yes	406	12	44	53	1	0	-2	Yes	0.00%
February 2018	Yes	408	3	7	26	1	0	17	Yes	0.00%
January 2018	Yes	391	10	22	34	3	1	6	Yes	0.00%
December 2017	Yes	385	5	31	36	4	5	9	Yes	0.00%
November 2017	Yes	376	11	25	35	5	0	4	Yes	0.00%
October 2017	Yes	372	12	34	32	1	0	-13	Yes	0.00%
September 2017	Yes	385	12	31	36	3	0	-4	Yes	0.00%
August 2017	Yes	389	8	22	30	3	0	3	Yes	0.00%

New - Celebrating Reliable Data

Monthly Data Submission Reminder E-Mail

Remember - it's a data journey! If you don't know the answer to one (or more) of the questions, you can leave the question blank and skip to the next question. Please send us what you have, **even if you feel your data is currently incomplete**, so that we can get a sense of reporting in your community and work with you and address data collection concerns, if any emerge. Additionally, if you are back-logging or re-submitting data for other months, please submit the form for each month.

**If you absolutely cannot report by the 15th each month, don't fret! Please reach out to us to figure out a plan that works for your community.

See below for our most up-to-date list of reporting heroes. **Added data quality measures.**

<u>HOUSING MOVE-IN REPORTING HEROES! (32)</u>		<u>BY-NAME LIST REPORTING HEROES! (18)</u>	<u>15% Threshold Balanced Data (last 3 months)</u>	<u>100% Balanced Data (last 3 months)</u>
Brantford	London	Cape Breton	Chatham-Kent	Chatham-Kent
Calgary	Medicine Hat	Chatham-Kent	Edmonton	
Cape Breton	Moncton	Edmonton		
Chatham-Kent	Ottawa	Guelph-Wellington	Hamilton	
Dufferin County	Peel Region	Hamilton		
Edmonton	Red Deer	Kawartha Lakes/Haliburton		
Fort McMurray	Regina	Lanark County		
Grand Prairie	Saint John	Leduc		
Guelph-Wellington	Sault Ste. Marie	Medicine Hat		
Halton	Simcoe County	Ottawa	Ottawa	Ottawa
Hamilton	Stratford	Peel Region	Peel	
Kawartha	Sudbury	Regina – NEW		
Lakes/Haliburton	Toronto	CONGRATULATIONS!		
Kingston	Waterloo Region	Sault Ste. Marie		
Lanark County	Whitehorse	Stratford	Stratford	
Leduc	Windsor	Sudbury	Sudbury	
Lethbridge		Waterloo Region	Waterloo Region	Waterloo Region
		Whitehorse		
		Windsor	Windsor	Windsor

Communities with a Quality By-Name List

9 COMMUNITIES WITH A
QUALITY BY-NAME LIST

38

COMMUNITIES HAVE
A BNL SCORECARD
BASELINE

19

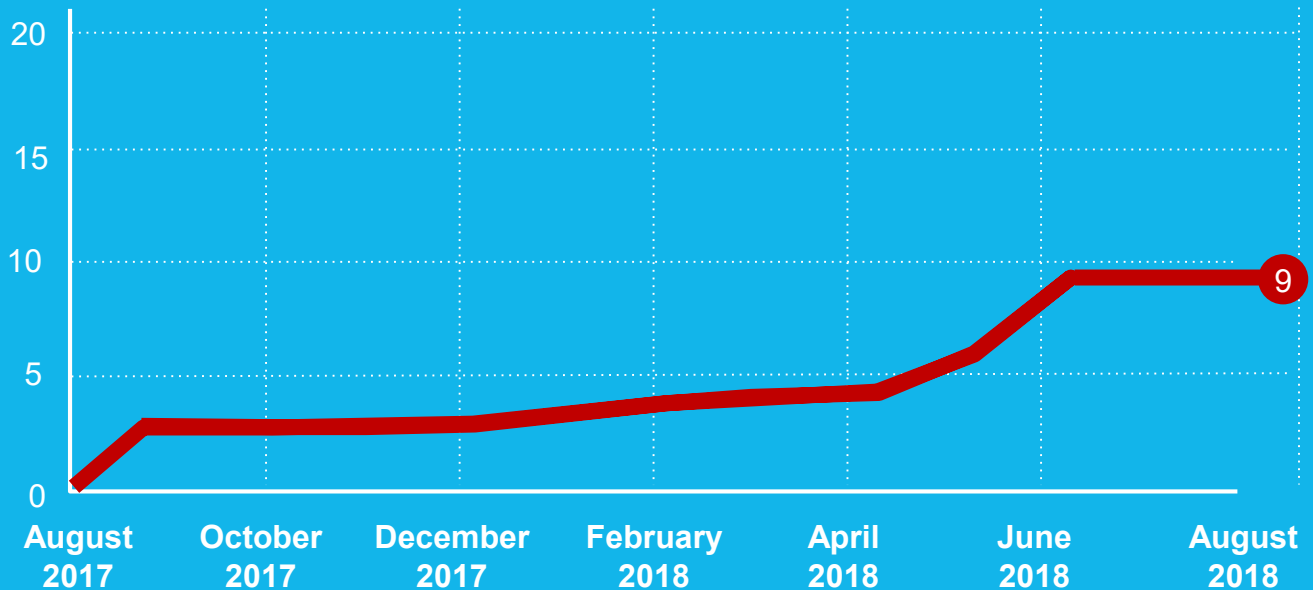
COMMUNITIES ARE
BNL REPORTING
HEROES

14

COMMUNITIES
CLOSE/PROGRESSING TO
QUALITY BNL

20KHomes

By-Name List Revolution



Current State – BNL Scorecard

- 9 communities have a quality By-Name List (Chatham-Kent, Edmonton, Guelph-Wellington, Hamilton, Lanark - youth, Ottawa, Peel, Waterloo, and Windsor)
- 14 are close/progressing to a quality BNL:
 - 3 have been confirmed as having a 10/10 on their scorecard and are in process of confirming data (Kawartha-Haliburton, 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
- Scoring ranges from 0 - 9 for those not yet at 10/10
- Average of scores submitted (not yet at a 10) = 4.3 (compared to 4 last Q)

By-Name List Scorecard

Areas Communities Working On

1 List all known individuals **18**

2 Implement an inactivity policy **14**

3 Track status changes **13**

4 Coordinate outreach coverage **16**

5 Maximize provider participation **21**

6 Assign unique identifier **12**

7 Track newly identified individuals **10**

8 Track without a full assessment **19**

9 Track chronicity after initial assessment **14**

10 Track returns to list **12**

Key BNL Scorecard Resources

- [BNL Scorecard Guide](#)
- [By-Name List Scorecard Worksheet](#)
- [BNL Scorecard Group Exercises](#)
- [Inactivity Policy – Key Considerations and Examples](#) (for #2)
- **NEW** - [Coordinate Outreach Coverage – Key Considerations, Tips & Resources](#) (for BNL Scorecard Question #4)
- [Provider Participation Inventory Tool](#) (for BNL Scorecard Question #5)
- Five Sample Excel Spreadsheet Templates



Reducing Chronic Homelessness

Communities Reducing (three indicators, six measures)

1.

Basic
Measure

5 HAVE QUALITY
BASELINE
MONTH

0

CHRONIC HOMELESS NUMBER
BELOW INITIAL BASELINE

2.

Significant
Change
Over
Time

1

COMMUNITY
WITH 10 MONTHS
DATA SINCE BASELINE

0

COMMUNITIES
ON TRACK FOR
REDUCING

0

COMMUNITIES
HAVE HAD SIGNIFICANT
REDUCTIONS

3.

Getting Close to
Functional Zero
Chronic Homelessness

0

COMMUNITIES
IN FINAL MILE

[Reduce
Description
and Q&A
Document](#)

First Step – Get Below Baseline

The number of active chronic homelessness below the quality baseline number for the most recent past three months:

- 500+ active chronic homeless baseline – 5% below
- 50-499 active chronic homeless baseline – 10% below
- 1-49 active chronic homeless baseline – 15% below

Below Baseline

Most Recent Reported Month: **March 2018**

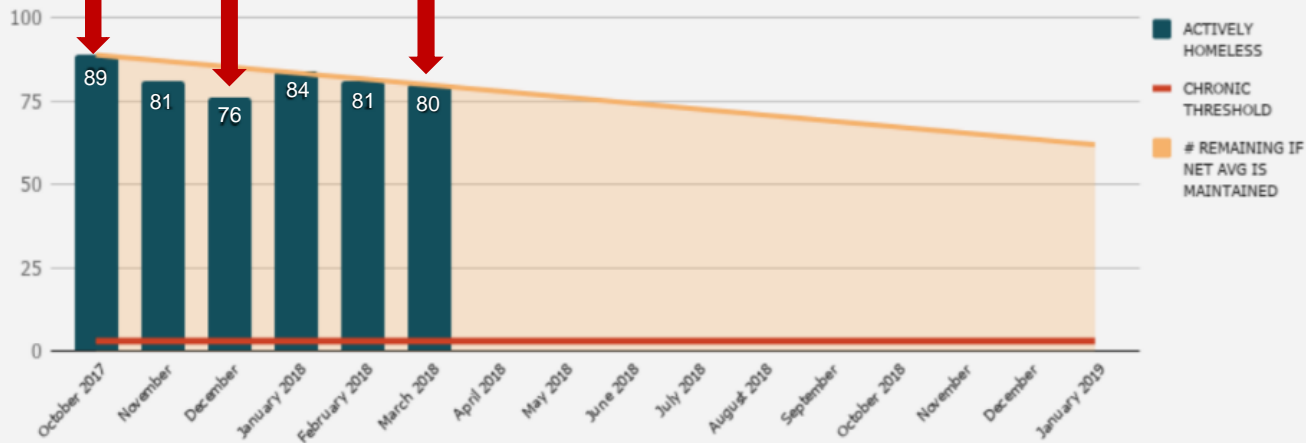
ACTIVE CHRONIC HOMELESS ON
BNL

PROJECTED MONTHS UNTIL
FUNCTIONAL ZERO

CHRONIC THRESHOLD

Baseline 89

Below Baseline 10% - need to hold at 80 or below for last 3 months



Run Chart – Significant Reductions

PERFORMANCE MANAGEMENT TRACKER | PROGRESS TO ZERO

Built For Zero.
COMMUNITY SOLUTIONS

Actively Homeless

Trend (5+ consecutively decreasing pts.)

Astronomical point (2+ standard deviations from the average)



PMT - Countdown Dashboard

Most Recent Reported Month: **March 2018**

ACTIVE CHRONIC HOMELESS ON
BNL

80

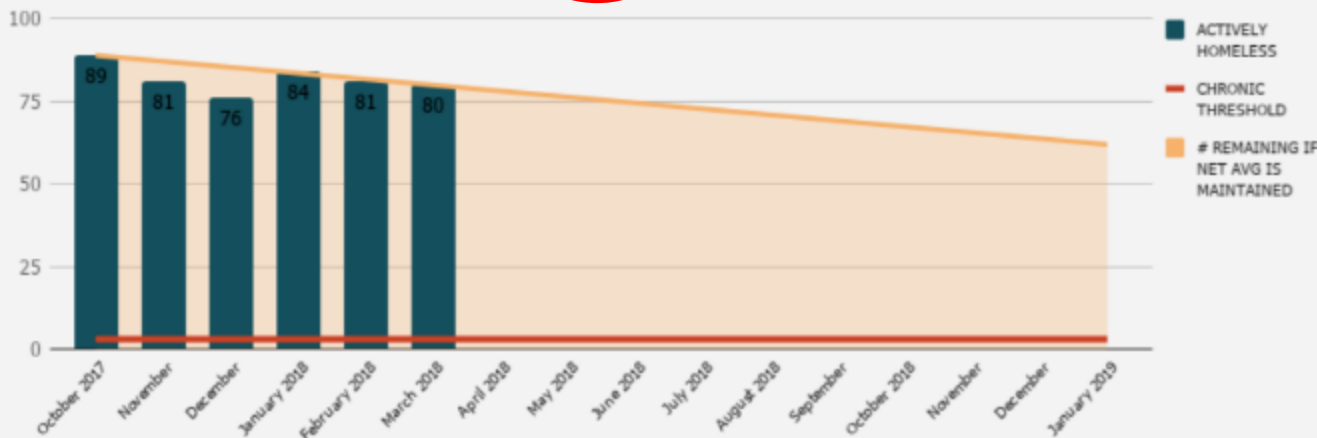
PROJECTED MONTHS UNTIL
FUNCTIONAL ZERO

38.9

CHRONIC THRESHOLD

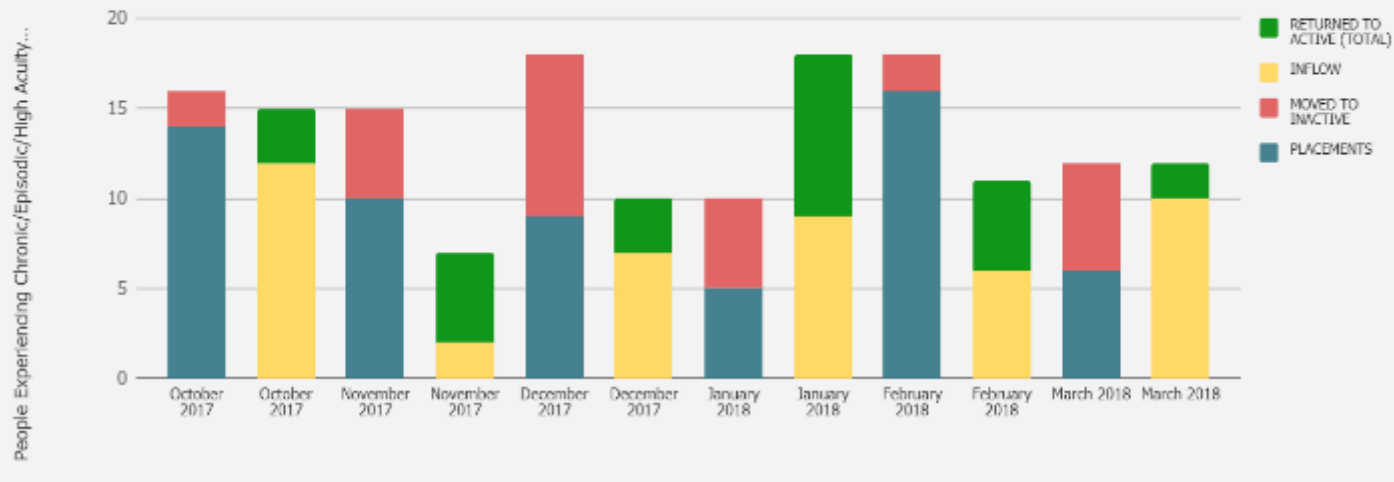
3

Number of People Actively Experiencing

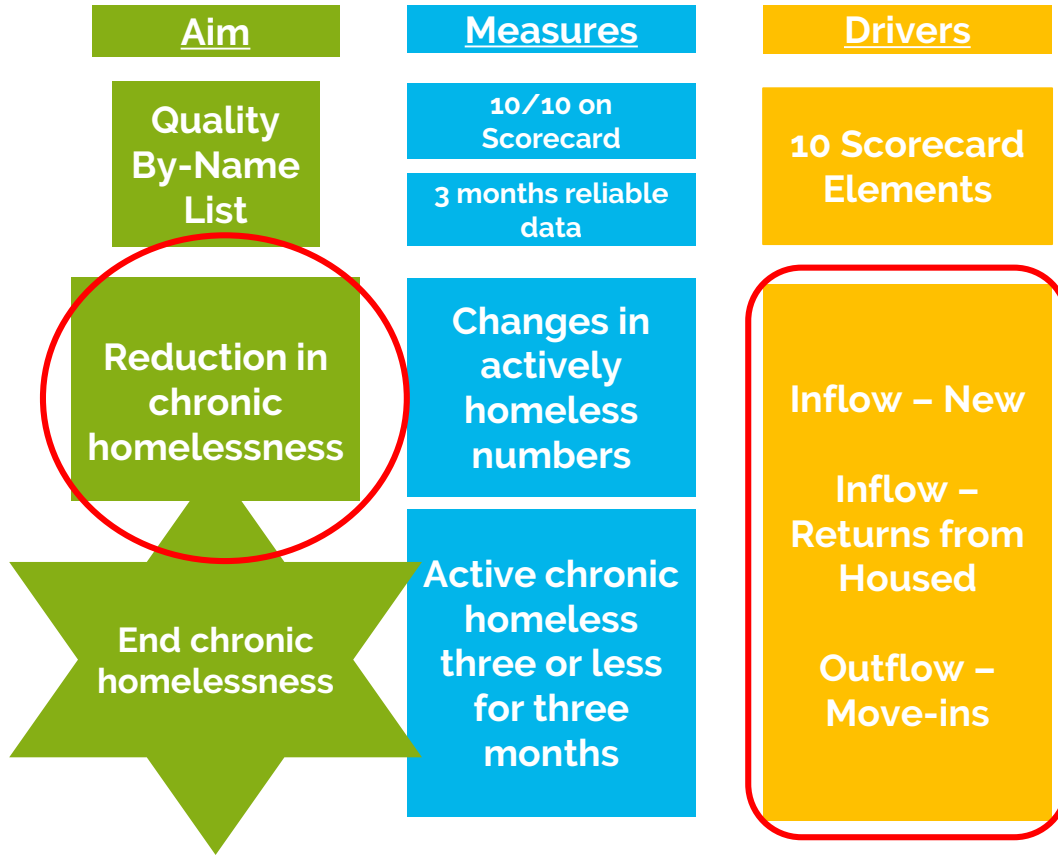


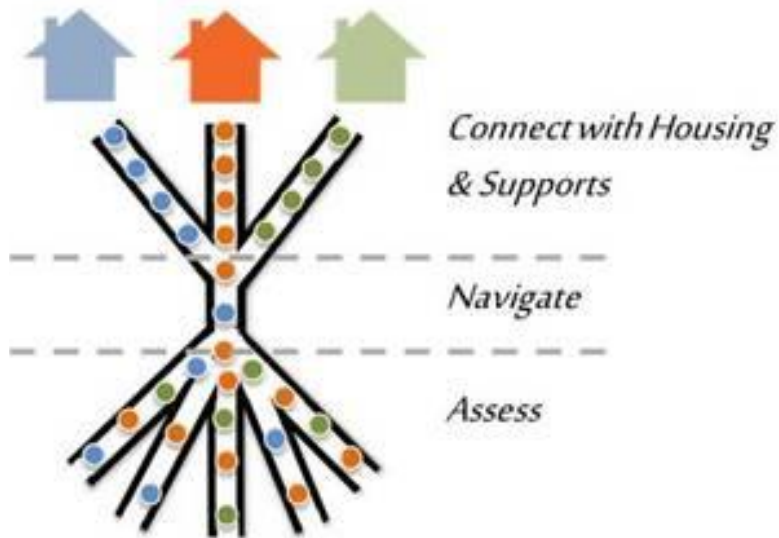
PMT - Monthly Inflow and Outflow Dashboard

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	



Theory of Change - Driver Diagram





Coordinated Access System (CAS)

CAS Scorecard

- You are now being asked to take the [on-line CAS Scorecard](#) quarterly.
- 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)

Coordinated Access System Scorecard

Management & System Leadership

1. Governing body
2. Document policies/procedures
3. Annual evaluation
4. Documented/trained assessors

Access

5. Full coverage
6. Outreach protocol
7. After hours emergency
8. Marketing
9. Diversion/prevention
10. Safety

Assessment & Prioritization

11. Standardized assessment
12. Prioritization policy

Referral

13. Uniform referral
14. Vacancies according to prioritization
15. Vacancy updates
16. Housing navigation support
17. Reduce barriers
18. Client choice
19. Agency Accountability

Data and Case Conferencing

20. Privacy and security
21. Client-centred assessment
22. Chronic homeless prevention
23. Case conferencing

Current State – CAS Scorecard

- 38 communities have taken to-date
(compared to 17 last quarter and 6 for the previous quarter)
- Scores range from 0 – 23 (out of 23)
- Average score = 13.5 (out of 23)
(compared to 11 last quarter and 9.3 for the previous quarter)

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/gGszbB>

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

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 provider and housing provider that they are referred to are notified	No

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



Summary of Overall Progress To-Date

Key Milestones & Cohorts

By-Name List

10/10
BNL SCORECARD

+

RELIABLE BNL DATA

Reduce to Zero

COORDINATED
ACCESS AND SYSTEM
IMPROVEMENTS

|

REDUCE MONTHLY

|

LAST MILE

Zero for All

SUSTAIN ZERO

+

EXPAND TO NEW
POPULATIONS

BNL

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

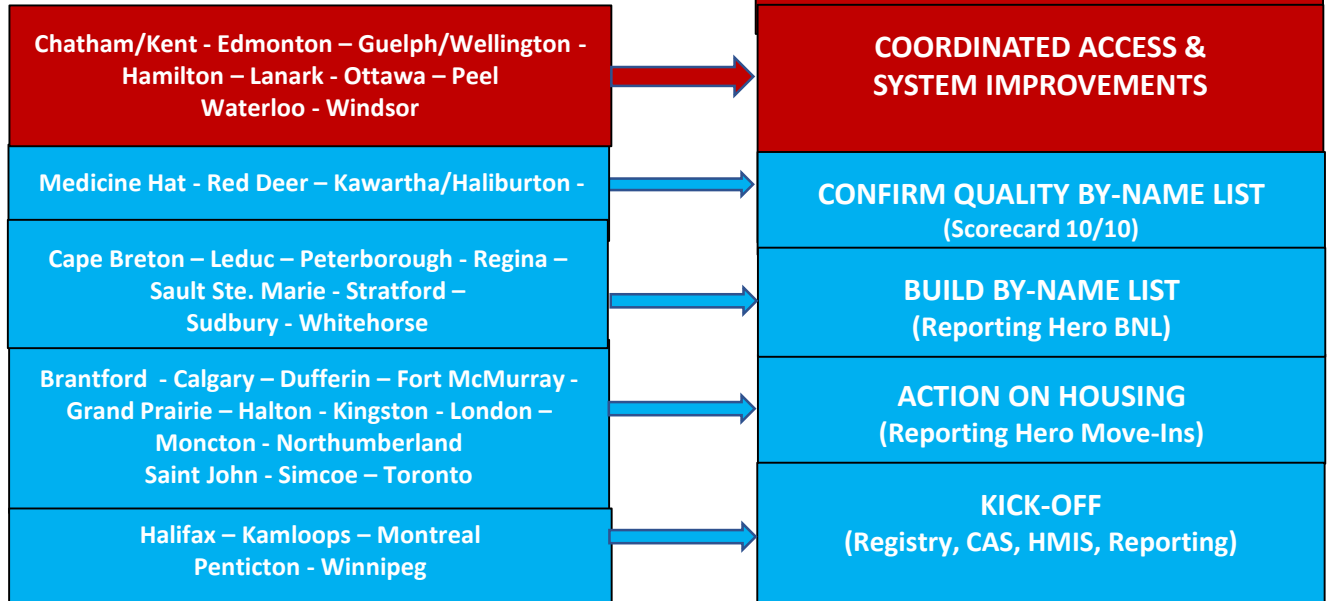
REDUCE

= Drive monthly reductions in your actively homeless number

ZERO FOR ALL

= Sustain your gains while expanding to new populations

Progress on Milestones





What's New Over Last Quarter

What's New Over Last Quarter

Updated Resources on Website:

- [Reduce Description Q&A](#) – updated below baseline definition, more Q&A's and examples
- Community sample documents under [Coordinated Access](#) page

New Resources on Website:

- [Program Areas](#) on website – Shelter, Diversion, Outreach, Housing Help and Landlords, Housing with Support, Partnering with Other Systems (Prevention and maybe others still to come)
- [Video Library](#) – under “Resources” – “Campaign Resources”
- Updated website pages – [Getting to Zero](#) and [Campaign Progress](#)
- More By-Name List Excel Template Examples – see [BNL](#) page
- [Archived Webinars](#) –
 - July - Quarterly Update April-June 2018
 - Aug - 20KHomes Collaborative Support Options
 - Sept - Tips & Tricks for Managing a BNL in Excel and HIFIS

What's New Over Last Quarter

- **HPS Innovative Solutions to Homelessness Funding to March 2019**
- **20KHomes Team**
 - [Staff hired](#)
 - Orientation and Training
- **20KHomes Collaborative:**
 - Collaborative sign-up completed
 - Registration for first in-person and virtual Learning Sessions
 - Contracted key implementation partners – Community Solutions, OrgCode and ACRE
 - Engaged other key partners – COH, AWH, HPS

20KHomes Support Sign-Up Response

Total Campaign Communities: 38

Total 20KHomes Collaborative Communities: 26

**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

**VIRTUAL 6
COLLABORATIVE**

Cape Breton
Kamloops
Sault Ste. Marie
Simcoe
Sudbury
Ottawa

**NOT 6
CONTINUING**

Brockville
Fredericton
Lethbridge
Renfrew
Terrace
Thunder Bay

**12
SELF-DIRECTED**

Calgary
Grande Prairie
Halton
Kingston
Leduc
Lanark
London
Montreal
Northumberland
Penticton
Regina
Winnipeg



What's Next

What's Next

- Self-Directed continue to work with marie@caeh.ca
- 20KHomes Collaborative Launched
 - Performance Advisors (Kerri and Ashley) & Data Advisor (Jessica)
 - Change Package Website - linked to main 20KHomes website for Collaborative Communities (password protected)
 - Learning Sessions – see in-person orientation [webinar](#) and [PDF](#)
- Performance Management Trackers Moving to Tableau
 - [Check out example](#)
- New By-Name List Scorecard 2.0
 - Testing until November 8
 - Updating infrastructure and materials
- Webinar Dec 4th Noon-1:30 for BNL Scorecard 2.0 and new Tableau Performance Management Tracker – [Register Here](#)

Elements of a Quality By-Name List

Original US Chronic
and Canadian
BNL Scorecard

- 1 List all known individuals
- 2 Implement an inactivity policy
- 3 Track status changes
- 4 Coordinate outreach coverage
- 5 Maximize provider participation
- 6 Include unique identifier
- 7 Track newly identified individuals
- 8 Track without a full assessment
- 9 Track those becoming homeless after initial assessment
- 10 Track returns from list

Canadian By-Name List Scorecard 2.0

DRAFT

COMMUNITY PARTICIPATION & COVERAGE		POLICIES & PROCEDURES	DATA INFRASTRUCTURE	
1. Maximize provider participation		4. Inactive policy	7. Unique identifier	10. Understanding Inflow
2. Reach unsheltered homeless		5. Track without full assessment	8. Track population status over time	11. Track homeless status and outflow
3. List all known homeless people		6. Timely/accurate data updates	9. Track inflow	12. Track time on list

Want to be an early test community?
Contact marie@caeh.ca by Friday, Oct 26th



Thank You

For more information, please contact us.

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