

# By-Name List Scorecard 2.0 & Tableau Trackers Webinar

December 4, 2018



# Agenda

1. Quick By-Name List Overview
2. Walk Through By-Name List Scorecard 2.0
3. By-Name List Scorecard 2.0 Tools
4. Tableau Performance Management Trackers
5. Questions



Two or more examples of 20KHomes key mindsets and/or use of the Model for Improvement /PDSA/tests of change cycles

# Today's Presentation By...



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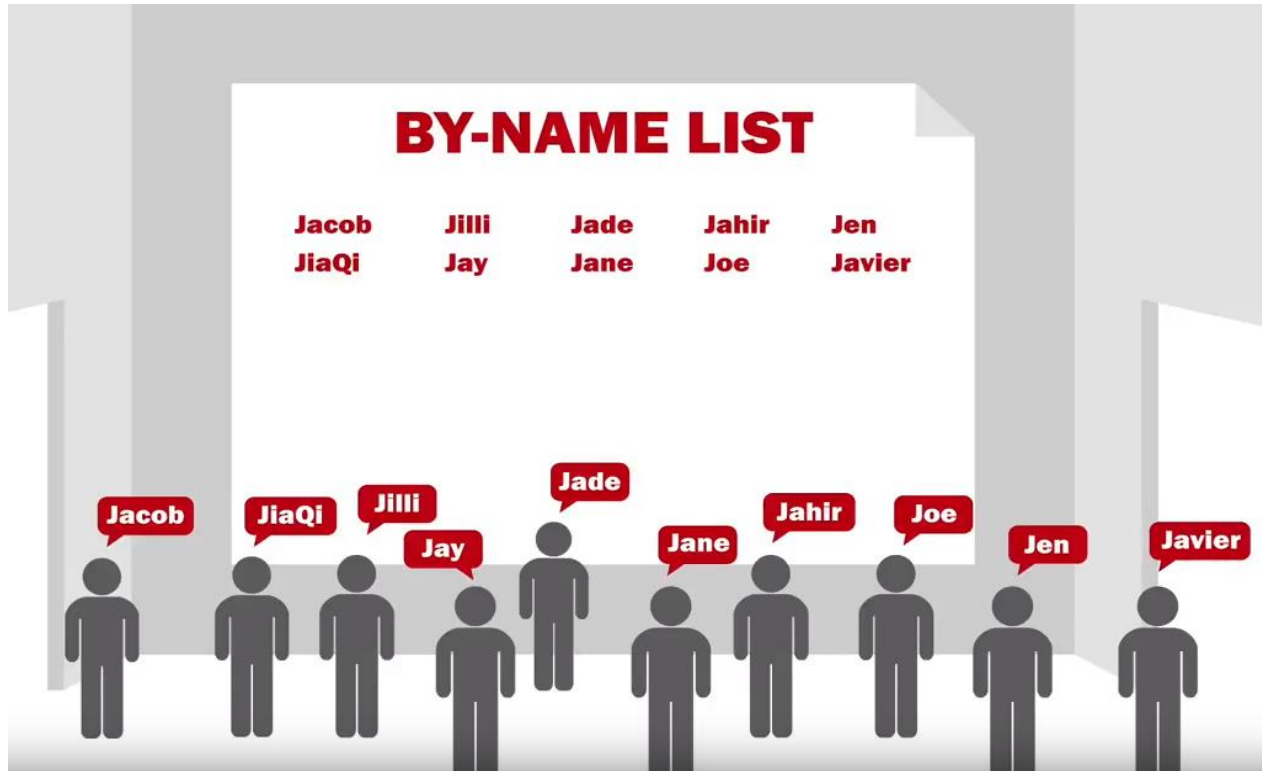


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# Quick By-Name List Overview



# A By-Name List is a real-time list of everyone experiencing homelessness.

1

Provides information at the system-level

2

Provides information at the person-level

# By-Name List Nesting

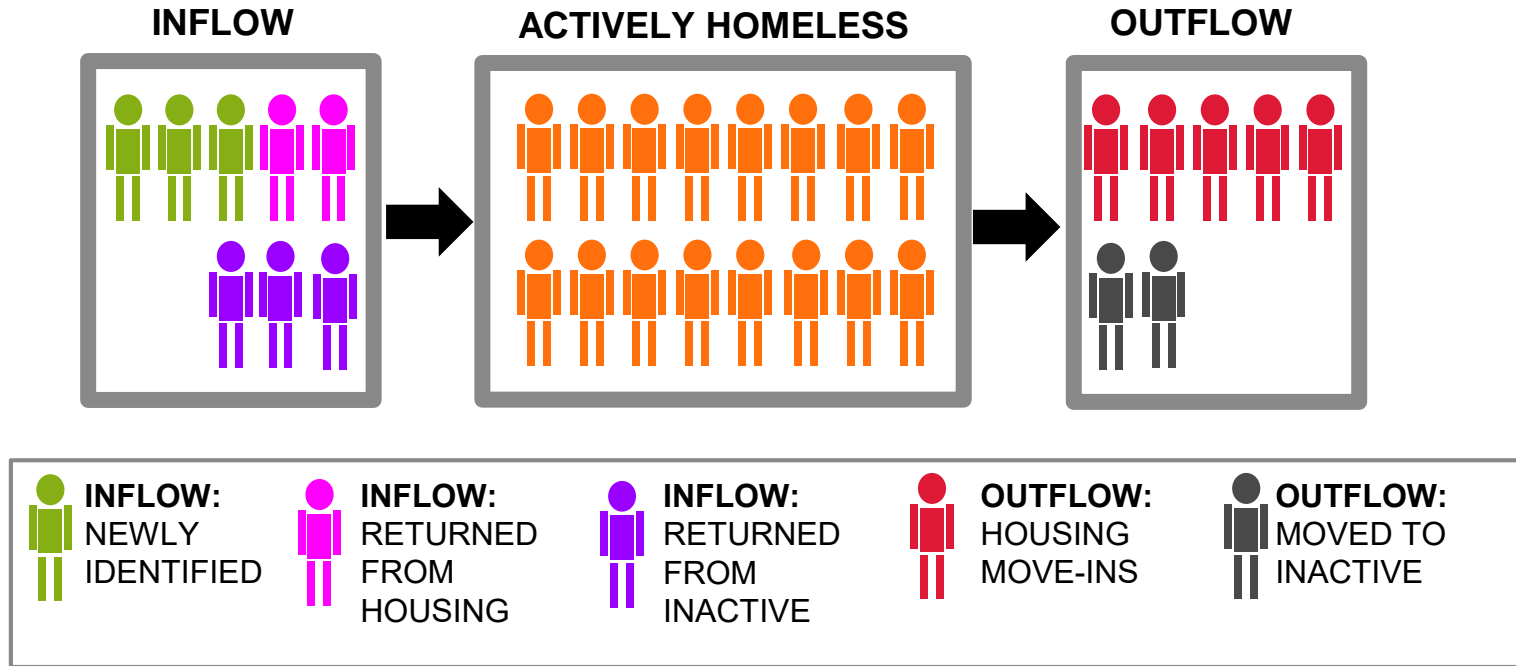


# 1

## Without Reliable System-Level Data You Can't:

- Understand where you are relative to the goal of ending homelessness
- Advocate or allocate resources based on real numbers
- Make projections or set meaningful reduction goals
- Know what is or isn't working in your community
- Get to zero AND stay there!

# System Understanding – Inflow, Outflow, Active



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

[Canadian BNL & Functional Zero Chronic Video](#)

## 2

# Without Reliable Person-Specific Data You Can't:

- Deduplicate your aggregate level data
- Operate an effective coordinated access system
- Have a complete picture of who's out there and where to find them
- House people as quickly as possible based on your local priorities
- Quantify exactly what housing resources are needed to end homelessness for every person in your community

# Having a quality By-Name List is the first step to ending homelessness



## But what is quality?

# 2 Key Indicators of Quality Data



## 1. Qualitative: BNL Scorecard

- Basic Quality BNL Scorecard 2.0 score – 11/11
- Completed Scorecard Worksheet – with explanation in notes
- Completed Provider Participation Worksheet
- One month full data



## 2. Quantitative: Data Reliability

- 4 months full data
- 3 months balanced with no more than 15% margin of error
- Baseline active chronic homelessness

# What makes a By-Name List “quality?”

<b>Full Coverage</b>	<ul style="list-style-type: none"><li>▪ All agencies and programs are represented</li><li>▪ List includes people sleeping in shelters, streets, and provisionally accommodated</li></ul>
<b>Real-time Updates</b>	<ul style="list-style-type: none"><li>▪ List is updated monthly, at a minimum</li><li>▪ As people’s housing status changes, those changes are reflected on the list</li></ul>
<b>Person-specific</b>	<ul style="list-style-type: none"><li>▪ Each person has a file that includes their name, history, health, and housing needs</li><li>▪ Each person can be followed through the system to ensure they get the help they need</li></ul>

# Benefits of a By-Name List – In Summary

<b>Smarter Triage</b>	<ul style="list-style-type: none"><li>▪ Target limited housing resources to the most vulnerable individuals and families</li><li>▪ Stretch resources further by connecting people to the most cost effective support to meet their needs</li></ul>
<b>Improved Systems</b>	<ul style="list-style-type: none"><li>▪ Use aggregate data to see trends, flag bottlenecks, and identify improvement opportunities across your system</li><li>▪ Test new strategies and know quickly whether your efforts are reducing homelessness</li></ul>
<b>Resource Advocacy</b>	<ul style="list-style-type: none"><li>▪ Ground your advocacy in concrete data</li><li>▪ Use monthly data trends to make stable projections and quantify your projected resource gaps</li></ul>

# By-Name List Scorecard 2.0 Overview

Basic Quality - Chronic

0 /11

Advanced Quality - All

0 /12

\*\*click on a box to check it, click again to uncheck it before selecting another response (some boxes will autopopulate)

#	QUESTION	RESPONSE						NOTES
1.1 A	What % of <b>homeless-specific providers</b> are using a <b>common assessment tool</b> (or referring to others using a common assessment tool) for the purposes of the BNL?	Less than 25% <input type="checkbox"/>	25-49% <input type="checkbox"/>	50-74% <input type="checkbox"/>	75-89% <input type="checkbox"/>	90-95% <input type="checkbox"/>	96-100% <input type="checkbox"/>	
1.1 B	What % of <b>homeless-specific providers</b> are, 90%+ of the time, <b>adding or referring</b> all people experiencing chronic homelessness to the BNL, at minimum once a month?	Less than 25% <input type="checkbox"/>	25-49% <input type="checkbox"/>	50-74% <input type="checkbox"/>	75-89% <input type="checkbox"/>	90-95% <input type="checkbox"/>	96-100% <input type="checkbox"/>	
1.1 C	What % of <b>homeless-specific providers</b> are, 90%+ of the time, <b>updating information</b> on all people experiencing chronic homelessness to the BNL, at minimum once a month?	Less than 25% <input type="checkbox"/>	25-49% <input type="checkbox"/>	50-74% <input type="checkbox"/>	75-89% <input type="checkbox"/>	90-95% <input type="checkbox"/>	96-100% <input type="checkbox"/>	
	<b>Point toward Basic Quality - Chronic</b>	<b>Yes</b> <input type="checkbox"/>			<b>No</b> <input checked="" type="checkbox"/>			
1.2 A	What % of <b>homeless-specific providers</b> are, 90%+ of the time, <b>adding or referring ALL people</b> experiencing homelessness to the BNL, at minimum once a month?	Less than 25% <input type="checkbox"/>	25-49% <input type="checkbox"/>	50-74% <input type="checkbox"/>	75-89% <input type="checkbox"/>	90-95% <input type="checkbox"/>	96-100% <input type="checkbox"/>	
1.2 B	What % of <b>homeless-specific providers</b> are, 90%+ of the time, <b>updating information on ALL people</b> experiencing homelessness to the BNL, at minimum once a month?	Less than 25% <input type="checkbox"/>	25-49% <input type="checkbox"/>	50-74% <input type="checkbox"/>	75-89% <input type="checkbox"/>	90-95% <input type="checkbox"/>	96-100% <input type="checkbox"/>	
1.3 A	What % of other system providers, are 90%+ of the time, <b>adding or referring ALL people</b> experiencing homelessness to the BNL, at minimum once a month?	Less than 25% <input type="checkbox"/>	25-49% <input type="checkbox"/>	50-74% <input type="checkbox"/>	75-89% <input type="checkbox"/>	90-95% <input type="checkbox"/>	96-100% <input type="checkbox"/>	
1.3 B	What % of other <b>system providers</b> , are 90%+ of the time, <b>updating ALL people</b> experiencing homelessness to the BNL, at minimum once a month?	Less than 25% <input type="checkbox"/>	25-49% <input type="checkbox"/>	50-74% <input type="checkbox"/>	75-89% <input type="checkbox"/>	90-95% <input type="checkbox"/>	96-100% <input type="checkbox"/>	

# Current By-Name List 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

## Process to Update the BNL Scorecard

- Participated in update of US All Singles Scorecard
- Used this information and experience with Canadian communities to draft the BNL Scorecard 2.0
- Draft was reviewed by CAEH staff, OrgCode, A Way Home, COH, HPS, ACRE, and Community Solutions
- Tested with Peterborough, Stratford, Waterloo and Windsor
- Soft launch and final community test with nine communities at the 20KHomes Collaborative Learning Session in Hamilton on November 7.
- Updated all materials and tools and posted to website Dec 3.
- Launching BNL Scorecard 2.0 with today's webinar.

# New By-Name List Scorecard 2.0

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

# Legend:

1. **Bolding** and underlining for emphasis in questions. **Bolding** in answers shows what is required for a “yes”.
2. Scorecard elements in Blue and Regular Font – Basic Quality:
  - Basic quality for chronic homelessness
  - Most of the original scorecard elements but more clearly defined – some new items.
3. Scorecard elements in Orange and *Italics* – *Advanced Quality*:
  - *Builds on the basic quality By-Name List for chronic homelessness and works towards an advanced quality By-Name List of all people actively experiencing homelessness – continuous improvement*

# 1 BNL Scorecard – 2 Levels of Quality

## COMMUNITY PARTICIPATION & COVERAGE

1. Maximize provider participation
2. Reach unsheltered homeless
3. List all known homeless

## POLICIES & PROCEDURES

4. Inactive policy
5. Track without full assessment
6. Timely/accurate data updates

## DATA INFRASTRUCTURE

7. Unique identifier
8. Track populations & changes over time
9. Track inflow
10. Track key connections at inflow
11. Track homeless status and outflow
12. Track time on list

**Blue – basic – out of 11**      **Orange – advanced – out of 12**

## What does this means for 20KHomes Communities?

1. Communities who already have a quality By-Name List retain their current status. We will ask them to take the BNL Scorecard 2.0 by the end of January 2019 to identify areas for continuous improvement. They will discuss with their Improvement Advisor whether they will continue to take the BNL Scorecard 2.0 or continue improvements using the Coordinated Access System Scorecard.
2. Communities who do not yet have a quality By-Name List will use the new BNL Scorecard 2.0 moving forward taking for the first time by the end of January 2019. Working to achieve 11/11 basic quality on chronic homelessness and then work to advanced quality.
3. Communities will have access to updated tools and support to meet the new standards.

# Walk Through Each Bucket

Community Participation  
and Coverage

Policies and Procedures

Data Infrastructure

# Walk Through Each Bucket – First Bucket

Community Participation  
and Coverage

Policies and Procedures

Data Infrastructure

## Community Participation and Coverage Includes:

1. Maximize Provider Participation
2. Reach Unsheltered Homeless
3. List All Known Homeless People

# 1. Maximize Provider Participation - Old

## ORIGINAL QUESTION #5:

What percentage of providers serving people experiencing homelessness (who are not street outreach) (e.g., shelters, housing resource centres, transitional housing) report data to your By-Name List using a common assessment tool?

- ☐ 100% of providers report data into the By-Name List
- ☐ 90% or more of providers
- ☐ **75%-89% of providers**
- ☐ 50%-74% of providers
- ☐ 25%-49% of providers
- ☐ Less than 25% of providers

# 1. Maximize Provider Participation - Old

## ORIGINAL QUESTION #5:

What percentage of providers report data for the following categories of homelessness (who are not street outreach providers):

- ☐ 100% of providers
- ☐ 90% or more of providers
- ☐ 75%-89% of providers
- ☐ 50%-74% of providers
- ☐ 25%-49% of providers
- ☐ Less than 25% of providers

### What's new?

Breaks out use of common assessment, and adding and updating to the BNL by homeless-specific providers and other system providers. Clarifies minimum expectations related to a By-Name List for chronic homelessness as well as a full By-Name List all in one scorecard.

homelessness (who are not street outreach providers):

# 1. Maximize Provider Participation – Updated

## Part 1.1: Adding and Updating Chronic to the BNL – Homeless-Specific Providers

- a) What % of homeless-specific providers are using a common assessment tool (or referring to others using a common assessment tool) for the purposes of the BNL?
- ☐ Less than 25% ☐ 25%-49% ☐ 50%-74% ☐ 75%-89% ☐ **90-95%** ☐ **96-100%**
- b) What % of homeless-specific providers are, 90%+ of the time, adding or referring all people experiencing chronic homelessness to the BNL, at minimum once a month?
- ☐ Less than 25% ☐ 25%-49% ☐ 50%-74% ☐ 75%-89% ☐ **90-95%** ☐ **96-100%**
- c) What % of homeless-specific providers are, 90%+ of the time, updating information on all people experiencing chronic homelessness to the BNL, at minimum once a month?
- ☐ Less than 25% ☐ 25%-49% ☐ 50%-74% ☐ 75%-89% ☐ **90-95%** ☐ **96-100%**

Overall:   ☐ **Yes**   ☐ Not Yet

# 1. Maximize Provider Participation – Updated

## Part 1.2: Adding and Updating ALL Homeless to the BNL – Homeless-Specific Providers

- a) What % of homeless-specific providers are, 90%+ of the time, adding or referring ALL people experiencing homelessness to the BNL, at minimum once a month?
- ☐ Less than 25% ☐ 25%-49% ☐ 50%-74% ☐ 75%-89% ☐ **90-95%** ☐ **96-100%**
- b) What % of homeless-specific providers are, 90%+ of the time, updating information on ALL people experiencing homelessness to the BNL?
- ☐ Less than 25% ☐ 25%-49% ☐ 50%-74% ☐ 75%-89% ☐ **90-95%** ☐ **96-100%**

# 1. Maximize Provider Participation – Updated

## Part 1.3: Adding and Updating to the BNL – Other System Providers

a) *What % of other system providers are 90%+ of the time, adding/referring ALL people experiencing homelessness to the BNL, at minimum every month?*

☐ Less than 25% ☐ 25%-49% ☐ 50%-74% ☐ **75%-89%** ☐ **90-95%** ☐ **96-100%**

b) *What % of other system providers are 90%+ of the time, updating ALL people experiencing homelessness to the BNL, at minimum every month?*

☐ Less than 25% ☐ 25%-49% ☐ 50%-74% ☐ **75%-89%** ☐ **90-95%** ☐ **96-100%**

c) *What % of those other system providers (participating in “a” and “b” above), are using the BNL common assessment tool (or refer to others using the BNL common assessment tool)*

☐ Less than 25% ☐ 25%-49% ☐ 50%-74% ☐ 75%-89% ☐ **90-95%** ☐ **96-100%**

# 1. Maximize Provider Participation - New

## Part 1.4: Housing from the List

a) Of the homeless-specific providers that provide housing, subsidies and/or housing/case management support, which % are committing all of those resources to house people prioritized from the BNL?

☐ Less than 25% ☐ 25%-49% ☐ 50%-74% ☐ 75%-89% ☐ **90-95%** ☐ **96-100%**

b) Of the other system providers that provide housing, subsidies and/or housing/case management support, which % are committing some or all of those resources to house people prioritized from the BNL (where they also meet their mandate)?

☐ Less than 25% ☐ 25%-49% ☐ 50%-74% ☐ **75%-89%** ☐ **90%** ☐ **100%**

Overall: (for 1.2, 1.3 and 1.4)

☐ **Yes**    ☐ Not Yet

# Coordinate Outreach Coverage - Old

## ORIGINAL QUESTION #4:

How much of your community's geographic area is covered by a documented and coordinated outreach system?

- ☐ 100% of the community is covered
- ☐ 90% or more is covered
- ☐ **75%-89% is covered**
- ☐ 50%-74% is covered
- ☐ 25%-49% is covered
- ☐ Less than 25% is covered

# Coordinate Outreach Coverage - Old

## ORIGINAL QUESTION #4:

How much of your community's unsheltered and coordinated outreach is mapped out, coordinated and documented?

- ☐ 100% of the community's outreach is mapped out, coordinated and documented.
- ☐ 90% or more of the community's outreach is mapped out, coordinated and documented.
- ☐ 75%-89% of the community's outreach is mapped out, coordinated and documented.
- ☐ 50%-74% of the community's outreach is mapped out, coordinated and documented.
- ☐ 25%-49% of the community's outreach is mapped out, coordinated and documented.
- ☐ Less than 25% is covered

### What's new?

No longer focusses on % of geography covered by more traditional "outreach" only (which did not reflect rural realities) and instead focusses on whether a community's reach to people experiencing unsheltered homelessness is mapped out, coordinated and documented.

## 2. Reach Unsheltered Homeless - Updated

Completed a mapping exercise with all those reaching out to those experiencing unsheltered homelessness for the purposes of adding and updating your By-Name List:

- a) Have hotspots and coverage needs been clearly mapped out, informed by your data and regularly assessed, to ensure you are clear on where to focus efforts to reach all unsheltered individuals within your community? ☐ Yes ☐ No
- b) Has the coverage of your current reach been assessed against this map and have you coordinated efforts to ensure services are deployed at the locations and the times that they are mostly likely to effectively engage with unsheltered homeless individuals, while minimizing duplication between providers? ☐ Yes ☐ No
- c) *Do you have a documented policy that clearly states how your reach to unsheltered individuals will be deployed and how they work with each other to swiftly connect individuals to housing?* ☐ Yes ☐ No

Overall: ☐ Yes ☐ Not Yet

Overall: ☐ Yes ☐ Not Yet

### 3. List All Known Homeless - Old

ORIGINAL QUESTION #1

#### List all known individuals

Does your By-Name List include all known individuals experiencing homelessness for which you list covers, including **(must check all to count as met)**:

- ☐ Unsheltered individuals living in a place not meant for human habitation (e.g., street, cars, abandoned buildings, campsites etc.).
- ☐ Individuals in shelter, safe havens, seasonal or overflow beds; or hotel paid for by a service provider.
- ☐ Individuals in transitional housing (where there is a clear service end-date and if other housing is not found, the person could be discharged to homelessness). Please note, the community should continue to include them on the By-Name List until they are permanently housed.
- ☐ Individuals on your list who are entering an institution, e.g., jail or hospital, where they will remain for 90 days or fewer; if stay exceeds 90 days, you may change their status to inactive.
- ☐ Individuals experiencing hidden homelessness (those living temporarily with others but without guarantee of continued residence or immediate prospects for accessing permanent housing).

### 3. List All Known Homeless - Old

ORIGINAL QUESTION #1

#### List all known individuals

Does your By-Name List include all known individuals experiencing homelessness for which you list covers, including (must check all to count as met):

☐ Unsheltered

abandoned building

☐ Individuals in

provider.

☐ Individuals in

not found, the

continue to include

☐ Individuals on

for 90 days or

☐ Individuals e

guarantee of continued residence or immediate prospects for accessing permanent housing).

#### What's new?

Changed “individuals” to “people”. Added at least 90% of chronic homelessness included as minimum expectation and at least 90% of all homeless as continuous improvement.

, street, cars,

for by a service

and if other housing is

community should

ed.

where they will remain

inactive.

others but without

### 3. List All Known Homeless - Updated

Does your By-Name List include data from each of these locations:

- ☐ People who are unsheltered, living in a place not meant for human habitation (e.g., street, cars, abandoned buildings, campsites etc.).
- ☐ People in shelter, safe havens, seasonal or overflow beds; or hotel paid for by a service provider.
- ☐ People in transitional housing (where it exists and there is a clear service end-date that if other housing is not found, the person could be discharged to homelessness). Please note, the community should continue to include them on the By-Name List until they are permanently housed.
- ☐ People experiencing hidden homelessness (those living temporarily with others but without guarantee of continued residence or immediate prospects for accessing permanent housing).

Does your By-Name List:

- ☐ Retain people on your list who are entering an institution, e.g., jail or hospital, where they will remain for 90 days or fewer (if stay exceeds 90 days, you may change their status to inactive).
- ☐ 90%+ of all known and consenting people experiencing chronic homelessness – including:
  - ☐ Adults ☐ Youth ☐ Families
- ☐ *90% of all known and consenting people experiencing homelessness – including:*
  - ☐ *Adults* ☐ *Youth* ☐ *Families*

Overall: ☐ Yes ☐ Not Yet

Overall: ☐ Yes ☐ Not Yet

# Walk Through Each Bucket – Second Bucket

Community Participation  
and Coverage

Policies and Procedures

Data Infrastructure

4. Implement an Inactivity Policy
5. Track Without a Full Assessment
6. Timely and Accurate Updates

## 4. Implement an Inactivity Policy – No Change

### ORIGINAL QUESTION #2

Has your community established a written policy that specifies the number of days of inactivity (i.e. the person cannot be located) after which a person's status will be changed to "inactive," and which includes protocols to attempt to locate an individual before they are moved to inactive status?

a) Written policy?

☐ **Yes**      ☐ Not Yet

b) Implemented policy?

☐ **Yes**      ☐ Not Yet

Overall:    ☐ **Yes**    ☐ Not Yet

## 5. Track Without a Full Assessment – Old

### ORIGINAL QUESTION #8:

Does your community/By-Name List have a way to track people actively experiencing homelessness who have not consented to undergo a full assessment?

☐ **Yes**   ☐ **No**

## 5. Track Without a Full Assessment – Old

### ORIGINAL QUESTION #8:

Does your organization track people who have been assessed by to

#### What's new?

Clarified wording around consent versus full assessment.

☐ Yes

## 5. Track Without a Full Assessment – Updated

Does your By-Name List include:

a) People who have provided consent but have not yet completed a full assessment?

☐ Yes      ☐ Not Yet

b) *An anonymous count of people experiencing chronic homelessness who have not yet provided consent to service and/or to have their name or information shared with others?*

☐ Yes      ☐ Not Yet

Overall:

☐ Yes      ☐ Not Yet

Overall:

☐ Yes      ☐ Not Yet

## 6. Timely/Accurate Updates – New Item

Has your community implemented an approach for keeping your BNL up-to-date and accurate, including timelines for provider data submission and ongoing quality assurance and has this approach been documented in guidelines/ policies/ procedures?

a) Implemented?

☐ Yes ☐ Not Yet

b) *Written policy?*

☐ Yes ☐ Not Yet

Overall:

☐ Yes ☐ Not Yet

*Overall:*

☐ *Yes* ☐ *Not Yet*

# A Look at Each Bucket – Third Bucket

Community Participation  
and Coverage

Policies and Procedures

Data Infrastructure

## Data Infrastructure – Includes:

7. Unique Identifier
8. Track Population and Changes Over Time
9. Track Inflow
10. Track Key System Connections at Inflow
11. Track Homeless Status and Outflow
12. Track Time on List

## 7. Unique identifier – No Change

**ORIGINAL  
QUESTION #6**

Does your By-Name List include a HIFIS/HMIS ID or other unique identifier to prevent duplication of client records and facilitate coordination between HIFIS/HMIS and the By-Name List?

☐ **Yes**    ☐ Not Yet

## 8. Track Population Status Changes Over Time - Old

### ORIGINAL QUESTION #9:

#### **Track those becoming chronic after initial assessment**

Keeping in mind that chronic status can change over time, is your community's BNL able to track when individuals become chronically homeless at any point after they are initially assessed?

☐ Yes

☐ No

## 8. Track Population Status Changes Over Time - Old

### ORIGINAL QUESTION #9:

Track the

Keeping in  
community  
homeless

☐ Yes

#### What's new?

This is a reworded version of the old scorecard item around “tracking chronicity.” There are other populations that we now want to ensure are captured with the ability to capture any changes over time.

ent

me, is your  
e chronically

## 8. Track Populations and Changes Over Time - Updated

a) Does your By-Name List track populations, including at minimum:

☐ current chronic homelessness

☐ gender

☐ Indigenous

☐ veteran

☐ age

☐ single or family

☐ multiple populations at once (e.g. chronic homeless AND youth)

☐ *Others for which you have population/condition specific housing resources (if any)*

b) Does your By-Name List account for changes in populations after someone has already been added, specifically:

☐ Persons who become chronically homeless after they are added to your By-Name List?

☐ *Persons who started with one population when they were added to your By-Name List but over time their status changes (e.g., youth to adult or single to family)?*

Overall:

☐ **Yes**    ☐ Not Yet

Overall:

☐ **Yes**    ☐ Not Yet

## 9. Track Inflow – Combined But No Change

### ORIGINAL QUESTIONS #7 (Track newly identified individuals) and #10 (Track returns to the list)

Does your by-name list track the total inflow into homelessness each month? This includes the number of newly identified (not necessarily assessed) people experiencing homelessness as well as those who returned to active homeless within the past month (i.e., a person was previously designated as “Housed” or “Inactive” and began seeking housing or services again). These three data points represent your monthly inflow.

- a) ☐ Track “newly identified” people
- b) ☐ Track returns from “Housed”
- c) ☐ Track returns from “Inactive”

Overall: ☐ Yes    ☐ Not Yet

## 10. Track Key Connections at Inflow – New

*Does your By-Name List include a mechanism to track connections with the following at inflow (at minimum) to understand opportunities for diversion, prevention, and system engagement/improvement?*

☐ *hospital, inpatient facility, or residential rehabilitation*

☐ *corrections/justice/prison*

☐ *child protection*

☐ *family violence shelter/program*

☐ *from housing (new - not returning)*

☐ *from another community*

**Overall:**

☐ **Yes**    ☐ **Not Yet**

# 11. Track Homeless Status - Old

## ORIGINAL QUESTION #3:

### Track status changes

Does your By-Name List track the 'homeless status' of all people experiencing homelessness on your list, including the date each status was changed?

Homeless status fields typically include unsheltered, sheltered, provisionally accommodated, permanently housed, and inactive.

☐ Yes

☐ No

# 11. Track Homeless Status - Old

## ORIGINAL QUESTION #3:

### Track status changes

Does your By-  
homelessness  
Homeless stat  
accommodate

#### **What's new?**

Was called “track status changes” and now is “track homeless status and outflow”. Sets simplified minimum standard of homeless, inactive, and permanently housed.

☐ Yes

e experiencing  
changed?  
provisionally

## 11. Track Homeless Status and Outflow – Updated

Does your community's By-Name List track the 'homeless/housed/inactive status' of all people experiencing homelessness on your By-Name List (including the date each status was changed as in #12)?

- a) ☐ Track homeless status
- b) ☐ Track permanent housing move-ins
- b) ☐ Track moved to inactive

Overall:

☐ **Yes**      ☐ Not Yet

## 12. Track Time on List – New Item

Does your By-Name list track key dates in the housing process so that you can track the length of time for those processes and overall length of time on the By-Name List?

- a) ☐ Date first added
- b) ☐ *Date first assessed (common assessment tool and any other)*
- c) ☐ *Date document ready*
- d) ☐ *Date matched to support/housing*
- e) ☐ *Date accepted support/housing*
- f) ☐ Date moved to outflow (housed or inactive) (covered in #11)
- g) ☐ Date reactivated on the list from housing or inactive status

Overall:

☐ Yes   ☐ No

Overall:

☐ Yes   ☐ No

# By-Name List Scorecard 2.0 Tools



# 20,000 HOMES CAMPAIGN

BEGINNING THE END OF HOMELESSNESS IN CANADA

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## 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?

A By-Name List is a **real-time** list of **all** people experiencing homelessness in your community. It includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of

#### OUR PROGRESS

38

PARTICIPATING COMMUNITIES

18,915

HOUSING MOVE-INS REPORTED

574

DAYS LEFT

[LEARN MORE](#)

## The By-Name List Scorecard 2.0

The By-Name List (BNL) Scorecard is a self-assessment tool that assists you to take a snapshot of your local progress towards a quality By-Name List and identify areas for improvement.

**The By-Name List Scorecard 2.0 consists of the following materials:**

1. **Start by reviewing the By-Name List Scorecard 2.0 Guide.** The Guide explains what the BNL Scorecard is and walks you through each question – including a full explanation along with tips and resources.

[BY-NAME LIST SCORECARD 2.0 GUIDE](#)

2. **Record your answers using the By-Name List Scorecard 2.0 Worksheet and receive your score.** Remember, your score is for improvement, not judgement. Use the notes section to explain your answer and identify your next steps. (Note: Communities participating in the 20KHomes Collaborative should use the BNL Scorecard Worksheet in their Community Improvement Portfolio in the Change Package rather than the one linked here).

[BNL SCORECARD 2.0 WORKSHEET](#)

3. **Complete the on-line BNL Scorecard 2.0 Form** (for 20KHomes Campaign communities only – to submit each quarter after they update their BNL Scorecard 2.0 Worksheet, while working towards a quality By-Name List).

[ON-LINE BNL SCORECARD 2.0 FORM](#)

### Scorecard Tools:

- **BNL Scorecard Group Exercises** – ideas you can use with your community when you review the BNL Scorecard together
- **Provider Participation Worksheet** (for BNL Scorecard Question #1 – see the third tab)
- **Coordinate Outreach Coverage – Key Considerations, Tips & Resources** (for BNL Scorecard Question #2)
- **Identity Policy – Key Considerations and Examples** (for BNL Scorecard Question #4)
- **Data Balancing Workbook** (walks you through the six key BNL data points and how to ensure you have reliable BNL data)

# 2 Key Indicators of Quality Data



## 1. Qualitative: BNL Scorecard

- Basic Quality Scorecard score – 11/11
- Completed Scorecard Worksheet – with explanation in notes
- Completed Provider Participation Worksheet
- One month full data



## 2. Quantitative: Data Reliability

- 4 months full data
- 3 months balanced with no more than 15% margin of error
- Baseline active chronic homelessness

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# Questions?



# Tableau

Presented by:

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*Data Impact Lead, 20,000 Homes Campaign*

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# What is Tableau?

**Tableau helps people see and understand their data.**

Make databases and spreadsheets understandable to ordinary people, by:

- Offering live visual analytics and interactive dashboards
- Connecting to more data in the cloud
- Quickly building powerful calculations from existing data
- Creating compelling narratives and supporting a culture of data collaboration

# Who uses Tableau?

**We're in good company.**

Here are a just a few of Tableau's customers:

- Built for Zero / Community Solutions
- Los Angeles Homeless Service Authority
- Texas Homeless Network
- Metro Denver Homeless Initiative
- Ontario Drug Policy Research Network
- Association of Ontario Health Centres
- Alberta Health
- City of Edmonton
- City of Toronto

# How will 20KHomes use Tableau?

**We believe real-time data drives improvement.**

At a collaborative level.

At a community level.

# Current status of Tableau & 20KHomes

**Let's take a look!**

# Future status of Tableau & 20KHomes

**We're going to improve it!**

(We really, *really* love improvement)

- Initial focus on chronic homelessness, but potential to expand to other sub-populations
- Visualize all data points of your BNL
- Monitor progress toward “below baseline,” shifts, and trends
- Respond to ideas and requests from 20K Collaborative communities
- Replace Performance Management Trackers (spring 2019)

# Questions?

