

Canadian Alliance to End Homelessness By-Name List Excel Workbook Guide

June 2022



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The Guide

The Canadian Alliance to End Homelessness (CAEH) By-Name List Excel Workbook, herein referred to as 'the workbook,' is a customizable interim approach for storing and using By-Name List (BNL) data to end homelessness. It can be used until communities are able to fully implement a more sophisticated real-time Homelessness Management Information System (HMIS) like HIFIS 4 (the Homelessness Individual and Family Information System).

The workbook is intended to be customized by communities for their unique needs. As is, the workbook meets the basic quality requirements for both the CAEH chronic and veteran BNL Scorecards. It is also designed to collect monthly Inflow and Outflow data: Actively Homeless, Newly Identified, Aged-In, Return from Inactive, Return from Housing, Move-Ins, and Moved to Inactive. More information on the BNL data points can be found in the [CAEH By-Name List Data Reliability Tool & Definitions](#).

This workbook is compatible with Excel 2007 and onward. Older versions of Excel (2003 or older) will not be able to run this workbook properly.

This guide outlines:

- the contents of the workbook's four worksheets ([Information](#), [Community By-Name List](#), [Data Reliability](#), and [Drop-down List](#));
- how to use it to store BNL data;
- how to use it to report BNL data;
- how to use it for prioritization; and
- how to customize the workbook.

Users

This guide refers to team members and their relationship to the workbook in two ways: Administrators and Viewers.

Administrators are responsible for managing the workbook. This includes adding and updating client information directly in the workbook; pulling data for reporting; and workbook maintenance. It is crucial that only Administrators update the actual workbook. It is strongly encouraged that there are as few Administrators as possible, with the ideal scenario that there is only one Administrator (with a back-up). This is because the fewer people responsible for directly managing the data in the workbook, the easier it is to manage the validity and accuracy of the data in the workbook. It is important to note that any and all Administrators must be trained on managing this workbook as well as the BNL data points to fully understand how to use the workbook.

Viewers are staff who may see part, or all the workbook, but are not responsible for directly updating the workbook itself. Instead, they provide updates at a community table or use a standard form, which would then go to the Administrator who would then update the workbook directly.

Support

While this guide outlines the process of using the workbook step-by-step, it does not teach basic Excel skills. It is strongly encouraged that Administrators are familiar with the basics of Excel. Administrators are encouraged to use this workbook often to become familiar and confident in how it works. The more the workbook is used and updated, the closer the BNL is to real-time data.

For support with this workbook, please contact your community support lead at CAEH (where applicable), or info@caeh.ca.

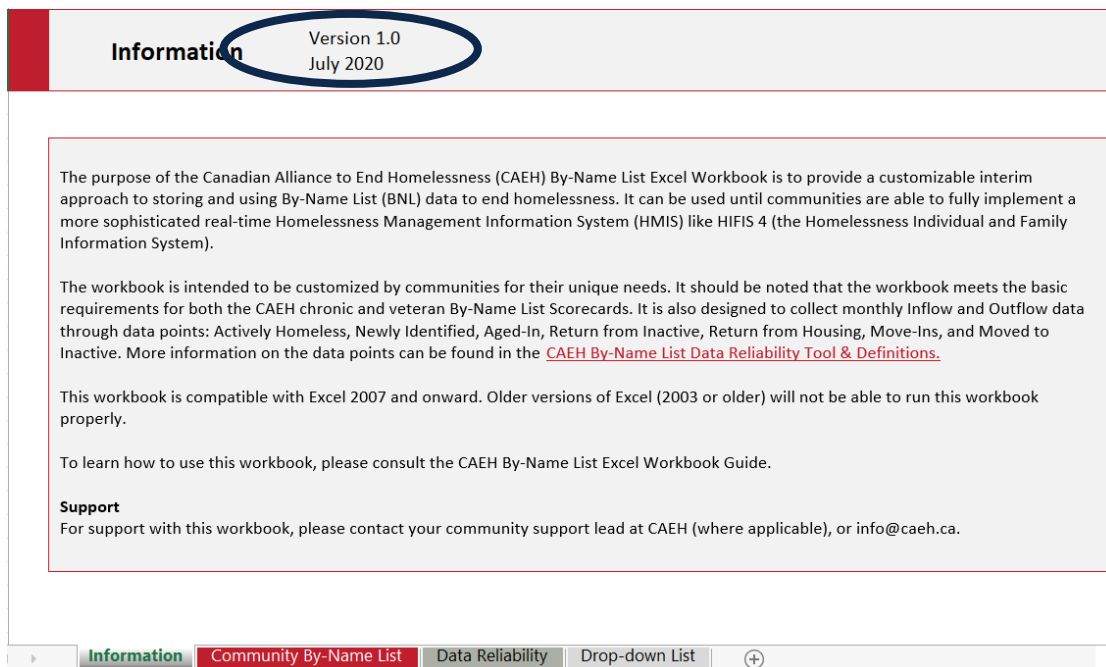
The Worksheets

There are four worksheets in the workbook: [Information](#), [Community By-Name List](#), [Data Reliability](#), and [Drop-down List](#). This section of the guide covers the contents of each worksheet. To know how to use the workbook, refer to sections: [Storing By-Name List Data: Adding and Updating Client Records](#) and [Reporting Monthly By-Name List Data](#).

| | |
|-------------------------------|---|
| Information | Indicates which version of the workbook the community is using. |
| Community By-Name List | Stores client information; used for prioritization and resource matching. |
| Data Reliability | Uses information from the Community By-Name List worksheet to populate the BNL data points. |
| Drop-down List | Stores all drop-down list options for the Community By-Name List worksheet. |

Information

The [Information](#) worksheet provides a brief introduction to the workbook and indicates which version of the workbook is being used (see image below). This worksheet is password protected by the CAEH so that we know which version of the workbook Administrators are using so that we can support the Administrators accordingly.



Information Version 1.0
July 2020

The purpose of the Canadian Alliance to End Homelessness (CAEH) By-Name List Excel Workbook is to provide a customizable interim approach to storing and using By-Name List (BNL) data to end homelessness. It can be used until communities are able to fully implement a more sophisticated real-time Homelessness Management Information System (HMIS) like HIFIS 4 (the Homelessness Individual and Family Information System).

The workbook is intended to be customized by communities for their unique needs. It should be noted that the workbook meets the basic requirements for both the CAEH chronic and veteran By-Name List Scorecards. It is also designed to collect monthly Inflow and Outflow data through data points: Actively Homeless, Newly Identified, Aged-In, Return from Inactive, Return from Housing, Move-Ins, and Moved to Inactive. More information on the data points can be found in the [CAEH By-Name List Data Reliability Tool & Definitions](#).

This workbook is compatible with Excel 2007 and onward. Older versions of Excel (2003 or older) will not be able to run this workbook properly.

To learn how to use this workbook, please consult the CAEH By-Name List Excel Workbook Guide.

Support
For support with this workbook, please contact your community support lead at CAEH (where applicable), or info@caeh.ca.

Information Community By-Name List Data Reliability Drop-down List

Community By-Name List

The Community By-Name List worksheet is the heart of the workbook. This worksheet stores client information and can be used to prioritize clients for supports, services, and housing resources.

The Main Headings

| | | | | | | |
|-------------------|-------------------------------|-----------------|---------------------------------------|-----------|------------|-------------------|
| Audience → | Community By-Name List | | | | | |
| Category → | Client information | | | | | |
| Field → | By-Name List status | List management | Unique identifier/ HIFIS client ID | Last name | First name | Last contact date |
| Format → | DNE | DNE | Free text | Free text | Free text | Date |
| | | | | | | |
| | | | | | | |

The top four rows of this worksheet act as **the Main Headings**, which lets both Administrators and Viewers know the contents of each section and column.

The **first row** (audience) divides the worksheet into two sections: *Community By-Name List* and *Administrator*. The *Community By-Name List* section includes information provided by the Viewers from a formalized process: community table, intake form, etc. This is the section used to store client information, filter for prioritization, and match clients to resources. The *Administrator* section is for Administrators. It is where the Administrator makes notes, adjusts information for reports, and where most formulas are stored.

The **second row** (category) breaks the two main sections down further into categories to help both the Viewer and Administrator identify the information they are looking at.

The **third row** (field) breaks down each category into fields wherein a record of data is collected for each column.

The **fourth row** (format) indicates how to properly record data in each cell (see chart below for details).

| Format | Description |
|--------|-----------------------|
| Dates | Written as DD-MMM-YY. |
| DD | <i>Drop-down List</i> |

| Format | Description |
|-----------|---|
| | Fill using only the text in the list provided. All drop-down lists are populated by cells in the <u>Drop-down List</u> worksheet and are customizable. |
| DNE | <i>Do Not Edit</i> This is a self-populating cell and should not be edited. DNE cells are also a shade darker than fillable cells. |
| Free text | Administrator can write any necessary information into this cell. It is important when filling out free text cells that there are not any spaces left after the text. For example, when writing “John” in the <i>First Name</i> column, do not write “John _” and leave a space after their name. This prohibits the workbook from identifying duplicates in select cells. |

Client Information

This is the first category of the Community By-Name List section that Viewers provide information for through a formalized process: community table, intake form, etc. This category contains a client’s BNL status, attachment to resources, and basic identifying information.

| Field | Format | Description |
|---------------------|--------|--|
| By-Name List status | DNE | <p>There are six status options: <i>Actively homeless</i>, <i>Housed</i>, <i>Inactive</i>, <i>N/C Actively homeless</i>, <i>N/C Housed</i>, and <i>N/C Inactive</i>. The letters <i>N/C</i> are a short form for <i>no consent</i>. The definitions are the same for clients regardless of consent:</p> <ul style="list-style-type: none"> ▪ <i>Actively homeless</i>: added to the BNL, not housed, contact within the time allotted to the inactive policy (default is 90 days on the workbook). ▪ <i>Housed</i>: someone is housed. ▪ <i>Inactive</i>: not housed and is not active in the system for one of the following reasons: left community, deceased, lost contact, staying at public institution (longer than 90 days), duplicate entry. <p>This cell will populate based on data in the client’s specific row.</p> |

| Field | Format | Description |
|-----------------------------------|-----------|---|
| List management | DNE | <p>There are five status options: <i>Documents needed</i>, <i>Awaiting match</i>, <i>Matched</i>, <i>Accepted referral</i>, and <i>Housed</i>.</p> <p><i>Documents needed</i>: added to the BNL, but still needs the proper documents to be able to be matched to resources.</p> <p>The following definitions are taken directly from the Reaching Home Coordinated Access Guide:</p> <ul style="list-style-type: none"> ▪ <i>Awaiting match</i>: waiting for a vacancy. ▪ <i>Matched</i>: matched and referred for an offer, but not yet accepted; ▪ <i>Accepted referral</i>: accepted the offer and in the progress of finding housing or moving into new housing; ▪ <i>Housed</i>: the Coordinated Access (CA) process is complete – client is receiving housing resources and has exited homelessness into permanent housing. <p>This cell will populate based on data in the client’s specific row.</p> |
| Unique identifier/HIFIS client ID | Free text | <p>Unique identifiers are used to prevent duplication of records. Communities determine how a unique identifier is generated. Some communities have used the HIFIS client ID number, while others have created their own unique system.</p> <p><i>Example #1</i>: HIFIS client ID number.</p> <p><i>Example #2</i>: Sequential 5-digit number (00001, 00002, 00003, etc.).</p> |
| Last name | Free text | <p>Client’s last name.</p> <p>This cell will fill with a light red if the last name is already on the worksheet. This does not necessarily mean that it is a duplicate entry. The cell colour change is there to help the Administrator and signal whether or not they need to look at a client’s date of birth to confirm whether or not the client is already on the worksheet.</p> |
| First name | Free text | Client’s first name. |
| Last contact date | Date | The date that the client last made contact with the community’s CA system. |

Triage and Assessment

This category includes data related to the common assessment tool(s) used by a community.

| Field | Format | Description |
|----------------------|--------|--|
| Assessment type | DD | The common assessment tool used by the community to determine a client's acuity. |
| Assessment score | DD | The client's score on the common assessment tool. |
| Assessment completed | Date | The date the assessment was completed with a client. |

Housing History

This category covers a client's housing history. Housing history is measured in months for two specific time periods: 12 months and 3 years. This timeline was chosen to reflect the Reaching Home definition of chronic homelessness: 6 months or more experiencing homelessness in the past year or 18 months or more experiencing homelessness in the past 3 years.¹

Data input in this category directly affects the data collected in the Data Reliability worksheet.

| Field | Format | Description |
|--|-----------|--|
| Number of months experiencing homelessness in past year (12 months total) | Free text | Measured in whole months. Total cannot exceed 12 months. Cell will turn light red when the number of months is 6 or higher to signal to the Viewers and Administrator that the client is experiencing chronic homelessness. |
| Number of months experiencing homelessness in past 3 years (36 months total) | Free text | Measured in whole months. Total cannot exceed 36 months. Cell will turn light red when the number of months is 18 or higher to signal to the Viewers and Administrator that the client is experiencing chronic homelessness. |
| Date <i>Housing history</i> updated | Date | This cell is used to show the last time information regarding a client's <i>housing history</i> has been updated. This should be kept as up to date as possible for clients with an <i>Actively Homeless</i> status. |

¹ Employment and Social Development Canada, "Reaching Home: Canada's Homelessness Strategy Directives," Government of Canada, <https://www.canada.ca/en/employment-social-development/programs/homelessness/directives.html#h2.2>.

| Field | Format | Description |
|-------------------------------|--------|--|
| Current sleeping arrangements | DD | Indicates a client's current sleeping arrangements. If a client sleeps in multiple locations, wherever they spend 4/7 nights a week would constitute the response for this field. |
| Housed | Date | <p>This field signals when a client is housed. To coincide with the Reaching Home definition of chronicity, time spent in transitional housing and public institutions should not be counted towards chronicity.</p> <p>CAEH suggests that clients staying in transitional housing should not be considered "housed" until they are permanently housed. However, communities can identify transitional housing as housed depending on their definitions, policies, and procedures.</p> |

Veteran Information

The veteran data gathered in this category meets the requirements of the CAEH veteran BNL Scorecard for basic quality. Clients that hold a confirmed status as a member of the Canadian Armed Forces, ally, or former RCMP meet the criteria to be included in the Veteran population table in the [Data Reliability](#) worksheet.

Data input in this category directly affects the data collected in the [Data Reliability](#) worksheet.

| Field | Format | Description |
|--------------------------|--------|---|
| Veteran status | DD | Indicates if client holds a veteran status. |
| Veteran status confirmed | DD | This field is only to be filled for those who are veterans. |
| VAC eligible | DD | This field is only to be filled for those who are veterans. |

Other Demographic Information

The purpose of the data gathered in this category is to support the prioritization process for supports, services, and housing resources.

Some data input in this category directly affects the data collected in the [Data Reliability](#) worksheet for the following populations: youth, families, single adults, and Indigenous.

| Field | Format | Description |
|--|-----------|---|
| Gender identity | Free text | Client's gender identity. |
| Date of birth | Date | Client's date of birth. If a client does not wish to give a date of birth, but does give their age, the Administrator can record their birthday as January 1 and the appropriate year for the adjacent column to calculate their age. Administrators can then highlight this cell a different colour to note that this is not their actual birthday, rather a placeholder date to denote their age. |
| Age calculator | DNE | Self-populating cell to note a client's age based on their date of birth. |
| Head of household | DD | Indicates the composition of a client's household. The response in this cell will populate the applicable table in the Data Reliability worksheet. |
| Combined household(s) unique identifier(s) (if applicable) | Free text | If a client is part of a family household and their other household member(s) are on the BNL, then the other household member(s) unique identifier(s) would be recorded here. |
| Number of children (age 0-18) to be housed with client | DD | This applies only to children who are currently in the care of the head of household. |
| Indigenous identity | DD | Indicates whether someone identifies as Indigenous. The response in this cell will populate the applicable table in the Data Reliability worksheet. |

Resource Matching

This category includes information related to adding a client to the BNL and any subsequent resources they are matched to and receive. The information in this category directly affects the *List Management* field. This is the last category of the Community By-Name List section that Viewers provide information for through a formalized process: community table, intake form, etc.

| Field | Format | Description |
|-----------------------|--------|--|
| Referral agency | DD | This is the agency that submitted a client's information to be added to the BNL. |
| Added to By-Name List | Date | Date client is added to the BNL. |
| Consent obtained | DD | Indicates whether a client has given consent. |

| Field | Format | Description |
|---|--------|---|
| Documents collected | Date | Date when all documents needed to support a client in obtaining supports, services, and housing resources is completed. |
| Matched to case management resources | Date | Matched and referred to case management resources, but offer has not been accepted. |
| Accepted case management resources | Date | Case management resources have been accepted. |
| Assigned agency | DD | This is the lead agency that will be providing the case management supports that were offered. |
| Matched to housing allowance/rent subsidy resources | Date | Matched and referred to housing allowance/rent subsidy resources, but offer has not been accepted. |
| Accepted housing allowance/rent subsidy resources | Date | Housing allowance/rent subsidy has been accepted. |
| Matched to housing | Date | Matched and referred to housing, but offer has not been accepted. |
| Accepted housing | Date | Housing offer has been accepted. |

Administrator Notes

This is the first category in the Administrator section of the worksheet. The purpose of this category is to help the Administrator identify when changes in the worksheet occurred. It is strongly encouraged that this section is completed each time a record is changed. This will help the Administrator if the data does not balance at the end of the month. More information on troubleshooting data balancing can be found in the [Troubleshoot: Workbook Balancing](#) section of the guide.

| Field | Format | Description |
|---------------------------|-----------|--|
| Last Administrator update | Date | The date that the most recent change to a record was made. |
| Last name | Free text | Administrator's last name. |
| First name | Free text | Administrator's first name. |
| Track changes | Free text | Includes the dates, fields, and records that have been changed. This field keeps historical data as it pertains to |

| Field | Format | Description |
|-------|--------|---|
| | | <p>a client's record. It is also helpful for the Administrator to review if data does not balance.</p> <p>This should be used when cells that are populated with information change. This means, that if a cell goes from being blank to having data in it, then the Administrator does not need to record notes in <i>Track changes</i>. However, if a cell goes from being populated with data to being blank, then the Administrator would record this in <i>Track changes</i> because the information in the cell is being erased and should be recorded elsewhere.</p> <p>Track changes should be recorded in the following way:</p> <p>Date change occurred – field (<i>previous record to current record</i>).</p> <p><i>Example:</i> October 10/2020 – current sleeping arrangements (Shelter to Permanent and/or long-term housing).</p> |

By-Name List Monthly Data

This is the final category in the Administrator section of the worksheet that only Administrators use. The purpose of this category is to support the Administrator in reporting monthly data. The bulk of this category is formulas used to populate the [Data Reliability](#) worksheet. The table below provides brief descriptions of the fields. More information on these fields and how they work and are to be used can be found in [Updating Records on the Community By-Name List Worksheet](#) section of the guide.

| Field | Format | Description |
|---------------------------|--------|--|
| Inactive police timeframe | DNE | <p>This field is broken into two columns: date and information. They indicate when a client would be considered inactive according to a community's inactive policy. The default timeframe that this workbook uses is 90 days without contact for a client to be considered Inactive. This 90-day timeline can be changed by the Administrator in the Data Reliability worksheet. The 90-day timeline is based on a client's <i>Last contact date</i>.</p> <p>There are three status options: <i>Actively homeless</i>, <i>Actively homeless - nearing 90 days without contact</i>, and <i>Inactive</i>.</p> |

| Field | Format | Description |
|-----------------------------------|--------|--|
| | | <ul style="list-style-type: none"> ▪ <i>Actively homeless</i>: client has contacted the system within the Inactive police timeframe (last 90 days) of the reporting month. ▪ <i>Approaching inactive</i>: If the client does not contact the system by the end of the reporting month, they will be Inactive. ▪ <i>Inactive</i>: The client has gone longer than the Inactive police timeframe (90 days) without contacting the system. |
| Reporting period | Date | This field reflects the date that an individual's status change occurred in the applicable <i>Reporting period change</i> fields. |
| Reporting period change | DD | <p>These fields indicate which BNL data point is applied to the applicable population(s) for the specific record and speaks to the <u>Data Reliability</u> worksheet.</p> <ul style="list-style-type: none"> ▪ Reporting period change: All populations ▪ Reporting period change: Chronic criteria only ▪ Reporting period change: Veteran criteria only ▪ Reporting period change: Youth criteria only ▪ Reporting period change: Single adult criteria only ▪ Reporting period change: Family criteria only ▪ Reporting period change: Indigenous identity criteria only |
| <i>Added to By-Name List</i> date | DNE | This field breaks down the month and year from the <i>Added to By-Name List</i> record to be used for the <u>Data Reliability</u> worksheet. |
| <i>Housed</i> date | DNE | This field breaks down the month and year from the <i>Housed</i> record to be used for the <u>Data Reliability</u> worksheet. |
| <i>Data point</i> date | DNE | This field breaks down the month and year from the <i>Data point</i> record to be used for the <u>Data Reliability</u> worksheet. |
| Reporting month | DNE | This field uses the format cell to hold the date of the current report period. This specific date is automatically populated by the information in Workbook setup table in the <u>Data Reliability</u> worksheet. |
| Chronic data | DNE | This extracts data from the <i>Housing history</i> category to indicate whether a client is experiencing chronic |

| Field | Format | Description |
|--------------------------|--------|---|
| | | homelessness. This information feeds into the Data Reliability worksheet. Note: Only clients with a <i>Housing History</i> of either experiencing homelessness for 6 months or more in the past year and/or 18 months out of the past 3 years are counted in this table. |
| Veteran data | DNE | This extracts data from the <i>Veteran information</i> category to indicate whether or not their data is to be entered into the veteran section of the Data Reliability worksheet. Note: Only clients who are <i>confirmed</i> as veterans with the following statuses are counted as veterans: Canadian Armed Forces, ally, civilian, and former RCMP. |
| Youth data | DNE | This extracts data from the <i>Head of household</i> field to indicate whether their data is to be entered into the youth tables in the Data Reliability worksheet. |
| Single adult data | DNE | This extracts data from the <i>Head of household</i> field to indicate whether their data is to be entered into the single adult tables in the Data Reliability worksheet. |
| Family data | DNE | This extracts data from the <i>Head of household</i> field to indicate whether their data is to be entered into the family tables in the Data Reliability worksheet. |
| Indigenous identity data | DNE | This extracts data from the <i>Head of household</i> field to indicate whether their data is to be entered into the Indigenous identity tables in the Data Reliability worksheet. |
| All population data | DNE | This data speaks to the Data Reliability worksheet. Note: All clients are counted as ‘all populations’ |

Data Reliability

The [Data Reliability](#) worksheet sets the workbook up to monitor data reliability by extracting data from the [Community By-Name List](#) worksheet into the BNL data points. It sorts the data into three sections (chronic, veteran, and all populations) and sub-populations as applicable (youth, single adults, families, and Indigenous identity).

| Workbook setup | | |
|------------------------|-------|------|
| Reporting period | Month | Year |
| Previous | May | 2022 |
| Current | June | 2022 |
| Inactive policy (days) | | 90 |
| Workbook status | | Open |

Each table has three rows: *data points*, *previous reporting period* (static values), and *current reporting period* (dynamic formulas). The *previous reporting period* row includes the values of the previous month’s data points. When using this workbook for the first time, the values will be blank. The *current reporting period* row includes formulas that will pull data from the Community By-Name List worksheet according to each respective data point. To understand the criteria of each of the BNL data points and how data balancing works, please refer to the [CAEH By-Name List Data Reliability Tool & Definitions](#).

| Population: Chronic | | | | | | | | | |
|-----------------------|-------------------|----------|-------------------|------------------|---------|------------------------|-----------------------|--------------------|----------|
| Sub population: Total | | Outflow | | | Inflow | | | Balance Check | |
| Reporting period | Actively Homeless | Move-Ins | Moved to Inactive | Newly Identified | Aged-In | Returned from Inactive | Returned from Housing | Net Monthly Change | Balanced |
| May 2022 | | | | | | | | 0 | |
| June 2022 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Yes |

Data points →

Previous reporting period →

Current reporting period →

Drop-down List

The Drop-down List worksheet contains all the drop-down list options that are used in the Community By-Name List worksheet. Each list starts with a shaded and bolded title row. The order of each list follows the order as it the field appears in the Community By-Name List worksheet. Administrators can customize the drop-down list options. More information on customization can be found in the [Customization](#) section of the guide.

Drop-down list

| Assessment type |
|------------------------------------|
| JD-VI-SPDAT, v.1.0.1 |
| PR-VI-SPDAT (single adults), v.2.0 |
| PR-VI-SPDAT (family), v.2.0 |
| SPDAT, v.4.01 |
| F-SPDAT, v.2.01 |
| Y-SPDAT, v.1.0 |
| VI-SPDAT (single adults), v.3.0 |
| VI-SPDAT (family), v.3.0 |
| TAY-VI-SPDAT, v.2.0 |
| VAT, v.1.0 |
| YAP-PS, v.2.0 |
| YAP-RS, v.2.0 |
| Declined |
| Not filled |

| Assessment score |
|------------------|
| 0 |
| 1 |
| 2 |
| 3 |
| 4 |

Information
Community By-Name List
Data Reliability
Drop-down List

Workbook Setup: First Time Users

If it is the first time a community is using the workbook, their Administrator must edit the workbook from a template to a tool that is tailored to their community. This includes changing the reporting period dates on the [Data Reliability](#) and any applicable items in the [Drop-down List](#) worksheet based on their unique needs and agencies.

Setup Steps: [Data Reliability](#) Worksheet

The *Workbook setup* table is used to do just that, set up the workbook! Administrators can change the reporting month and year, inactive policy, and status of the workbook. When setting up a workbook for the first time, Administrators must have the workbook status as **Open**.

| Workbook setup | | |
|------------------------|-------|------|
| Reporting period | Month | Year |
| Previous | May | 2022 |
| Current | June | 2022 |
| Inactive policy (days) | | 90 |
| Workbook status | | Open |

Setup Steps: Customization

Administrators can customize the entire workbook to meet their needs at any time. However, Administrators must be careful not to break formulas. More information on how to customize the workbook can be found in the [Customization](#) section of the guide.

The first drop-down list that Administrators may want to change is the *Agency* list. The options are currently used as placeholders (Agency 1, Agency 2, and Agency 3) for Administrators to edit to name the agencies that involved in their BNL process.

For example, if the Riverdale Shelter is an agency adding to a community's BNL, the Administrator should change *Agency 1* in the drop-down list to say *Riverdale Shelter*.

Setup Steps: Saving the Workbook

Each month, the workbook should be saved as a new file. This is to help reflect on past data, as well as to support the Administrator should they need to review past data in case there is an issue with data balancing in future months.

When an Administrator starts inputting data into the workbook for the first time, the file should be saved as a working workbook. Building off the example above, if an Administrator started using the workbook for July 2020 data, the file should be saved as: *Community By-Name List (July 2020 – working)*. More information on saving [working](#) and [complete](#) workbooks can be found later in the guide.

Storing By-Name List Data: Adding and Updating Client Records

This section of the guide covers how to build a By-Name List by adding and updating client records. It includes:

- Collecting client data;
- Sharing the workbook;
- Adding new records; and
- Updating current records.

It is strongly encouraged that Administrators read through this section thoroughly to understand how to use the workbook. It is important to be comfortable in adding and updating entries as a precursor to using the [Data Reliability](#) worksheet for reporting monthly BNL data.

Note: It is crucial that all data input into the [Community By-Name List](#) worksheet reflects the reporting month. For example, if the Administrator is collecting data for October 2020, then all dates recorded must occur in October 2020 apart from a client's birthday.

If information that occurred prior to the reporting month is presented to the Administrator, the dates of that information must be inputted into the tracker **for the reporting month** – regardless that the event took place prior to the reporting month. This is because the formulas for the [Data Reliability](#) worksheet will only pull data that occurred during the reporting month and recording past data in this way will cause data to become imbalanced.

For example, if the Administrator is inputting data for October 2020 and they receive information that a client experiencing chronic homelessness was housed in September 2020, they would record the client's *Housed* date as 1-Oct-20. The client would then count as "1" Move-In for the Chronic and All populations tables on the [Data Reliability](#) worksheet. If the client's information was inputted as 10-Sep-20 (their actual move-in date), then they would not be counted as Move-In on the [Data Reliability](#) worksheet at all for October 2020 and thus the data on the worksheet would be imbalanced.

Collecting Client Data

All client information input into the tracker by the Administrator should come from Viewers of the tracker in a formalized process through either standard forms (e.g. common assessment forms, intake forms, common assessment tools, etc.) or community tables. This process should be documented and include a timeframe for updates. This will help streamline the process for adding and updating the

workbook. The more frequent updates are made to the workbook, the closer this manual workbook will be to real-time BNL data.

It is important to note that any information being recorded in the *Community By-Name List* section of the Community By-Name List worksheet is being directly asked of Viewers to provide. For example, there is a field for *Current sleeping arrangements*. This means that Viewers should ask clients where they are currently sleeping, and the options that the clients can choose from are those that match the drop-down list for the *Current sleeping arrangements* field. This will help ensure that the information coming from Viewers and clients matches the information in the workbook.

It is also encouraged that Viewers responsible for providing updates to the Administrator are trained on how to provide this information and the importance of updating the BNL in a timely manner. For example, some communities have Viewers complete an online form. Therefore, all Viewers should know how to use the online form and understand the importance of updating that form.

The Importance of *Housing History* and *Last Contact Date*

Unlike HIFIS 4 or other automatic HMIS systems, this workbook does not automatically track clients' housing history and their last contact date. The reason most formulas rely on manual change is to ensure that the data is sorted into the correct data point at the correct time. This also allows for Administrators to preserve data in separate files to view historical information.

Since data integrity and accuracy relies on updates, it is crucial that Viewers provide timely updates to the Administrator – especially regarding a client's time spent experiencing homelessness and the last time a client interacted with their community's CA system. Once the update is received, the Administrator then updates the workbook accordingly.

It is strongly encouraged that information related to time experiencing homelessness and contact with the community is **updated once a month for clients with an Actively Homeless BNL status**. This ensures that both a client's chronicity and activity in the community are as up to date as possible. Some communities have found it helpful to ask Viewers to update this information each time an update for a client is submitted. However, this does not mean that a client is asked about their housing history each time. Instead, this means that if the Viewer knows the information presented in the workbook to be true, yet a month behind in housing history, the Viewer would update the Administrator via their community's update process with the new housing history information.

Example: On June 12th, a Viewer supports a client at a shelter. The client's BNL record indicates that on May 5th, their housing history was 6 months experiencing homelessness out of the past 12 months and 8 months experiencing homelessness out of the past 36 months. The Viewer knows that this information was true as of May 5th and nothing has changed regarding the client's housing history. The Viewer would update the Administrator according to the community's process with the following information:

Last contact date: June 12th, 2020

Number of months experiencing homelessness in past year (12 months total): 7 months

Number of months experiencing homelessness in past 3 years (36 months total): 9 months

For more information on how the workbook demonstrates change in chronicity, refer to sections [No Longer Meets Criteria \(chronic, veteran, or both\)](#) and [Inflow: Aged-In Chronic \(and Newly Veteran\)](#). For more information on how the workbook shows inactivity, refer to section [Inactive Policy](#).

Sharing the Workbook

For Viewers to know which clients need to be added and which clients need their information updated, Viewers need to be able to see the workbook. Since Viewers should not be updating the workbook directly, Administrators are encouraged to share a copy of the workbook with Viewers so that the latter knows exactly what information needs to be updated on the BNL.

The workbook can be shared however best suits the community so long as it protects client confidentiality. Typically, Administrators and Viewers sign a confidentiality and user agreement form to view client data. Community Administrators have done one or more of the following when sharing this workbook with their respective Viewers:

- Hide the *Administrator* section of the [Community By-Name List](#) worksheet;
- Only enable the Viewers to filter for data on the [Community By-Name List](#) worksheet and nothing else;
- Hide all worksheets except the [Community By-Name List](#) worksheet;
- Delete all worksheets except [Community By-Name List](#) worksheet;
- Lock and password protect the [Community By-Name List](#) worksheet from being edited by Viewers;
- Lock and password protect one or more columns workbook from being edited by Viewers;
- Lock and password protect the entire workbook from being edited by Viewers; and,
- Lock and password protect the workbook so that Viewers can open the workbook, but no one else can open it if they do not have the password.

It is highly recommended that if Administrators are editing any data or sheets specifically for Viewers when sharing, then they save that version of the workbook as a separate copy from the one in which the Administrators are actively adding and updating client information.

It is strongly encouraged that the shared copy of the workbook be password protected when shared so that if the file is lost or sent to the wrong person, they will not be able to open it. Administrators should ensure that the server the workbook is stored on is secure. Additionally, if Administrators are sharing the workbook via email, they can use encryption software to password protect the workbook.

Withdrawn Consent

If a client withdraws their consent for their information to be shared on the BNL, their data can still be visible to Administrators and counted in the aggregate totals on the [Data Reliability](#) worksheet if a community chooses to do this. If an Administrator keeps records for clients who have withdrawn

consent for aggregate totals, the deidentified information should not be shared with Viewers. Administrators should delete any client records with a *N/C* denoted in the *BNL Status* field prior to

Disclaimer: Regardless of how an Administrator shares the workbook with Viewers, Administrators should connect with their local privacy officers to ensure their approach aligns with federal, provincial, or local requirements.

sharing a copy of the workbook.

Adding Clients to the Community By-Name List Worksheet

Each client has one row of data in the Community By-Name List worksheet. Whenever there are updates to the client's information (e.g. last contact date, currently sleeping arrangements, housing history, etc.) that information is updated in their specific row.

For the remainder of the **Storing By-Name List Data: Adding and Updating Client Records** section of the guide, all BNL status references will include those who have and have not given consent.

Adding New Rows

The workbook will never get shorter unless duplicate entries are deleted after the month in which they are reported as duplicates (see [duplicate entries](#) for more details). This is because information will always be added to the workbook, even as **Actively Homeless** clients are **Housed** or become **Inactive**. It is important not to insert rows into the worksheet because the formulas will not be copied into an inserted row. Formulas are only provided in the DNE cells up to row 300. Administrator must drag and copy the formulas down into more rows once the first 300 rows are full.

Adding New Clients

Only clients who are experiencing homelessness should be added to the workbook. New clients should be added to the next available row of the worksheet without skipping any lines. All applicable cells should be filled out in both the *Community By-Name List* section and the *Administrator* section. If the Administrator is using a sequential *Unique identifier* (e.g. 0001, 00002, 00003, etc.) then they should make sure that each new client's unique identifier follows the correct order.

Checking for Duplication

The cell containing the client's last name will highlight as light red if the last name is already on the worksheet. This does not necessarily mean that there is a duplication. Instead, it acts as a signal to the Administrator to check the respective entry/entries to see if the client is already on the BNL. If the client is already on the BNL, simply update the row that already has their information on it. If a client is not already on the BNL, then the Administrator can proceed with adding the new client to the BNL.

By-Name List Status Field

Immediately after a client is added to the worksheet for the first time, their status in the first field, *By-Name List status*, should be **Actively homeless**. If this cell does not say **Actively Homeless** and the cell is blank, then either the cell is missing a formula, or the necessary cells have not been filled with the correct data. Administrators can click on the client's *BNL status* cell to see which cells need to be populated for the *BNL status* field to populate.

Administrator Notes Category

For every new entry, the first three fields of the Administrator Notes category should be completed: *Last administrator update*, *Last name*, and *First name*.

Updating Records on the Community By-Name List Worksheet

Any change to a client's record is considered an update. Administrators should only update:

- Clients with an **Actively Homeless** BNL status;
- Clients with a **Housed** BNL status who have lost their housing and have returned to homelessness; or,
- Clients who have an **Inactive** status who have either returned to community or made contact with the system.

This specific section will demonstrate how and when to use the *Data point* fields. It is crucial that all data input into the Community By-Name List worksheet reflects the reporting month. For example, if the Administrator is collecting data for October 2020, then all dates recorded must occur in October 2020, apart from a client's birthday.

Administrator Notes Category

For every update to a client's record, the first three fields of the Administrator Notes category should be completed: *Last administrator update*, *Last name*, and *First name*. The fourth field, *Track changes*, should be used to indicate when a cell's contents have changed from either **not blank** to **not blank**; or,

not blank to blank. Notes in *Track changes* are meant to be continuously added and not erased. The cell is purposefully made not to show all of the text inside this particular cell at once. This is to keep the list looking as uniform as possible in terms of row height. Additionally, if Administrators wish to view all contents of this cell, they can either expand the formula bar or change the height of the cell.

Example #1 | not blank to not blank: On October 10th, an Administrator receives an update that client who was sleeping in a shelter has now moved into permanent housing. Their update in *Track changes* for the *Current sleeping arrangements* field should read:

October 10/2020 – current sleeping arrangements (Shelter to Permanent and/or long-term housing).

Example #2 | not blank to blank: On November 1st, the Administrator receives an update that the same client in the above example has returned to homelessness. Their newest update in the *Track changes* field should read:

November 1/2020 – current sleeping arrangements (Permanent and/or long-term housing to shelter); housed date (10-Oct-20 to blank).

If the client in the above example only had those two specific notes in *Track changes*, then their record in that specific cell would read:

October 10/2020 – current sleeping arrangements (Shelter to Permanent and/or long-term housing).

November 1/2020 – current sleeping arrangements (Permanent and/or long-term housing to shelter); housed date (10-Oct-20 to blank).

Outflow: Move-Ins (Housed)

When a client is housed (yay!), it is considered a Move-In on the [Data Reliability](#) worksheet.

On the [Community By-Name List](#) worksheet, complete the following steps to ensure that a client is counted in the applicable population table(s) as a Move-In.

- 1) *BNL status:* Only clients with an **Actively Homeless** BNL status can have their record changed to be **Housed**. If a client is already **Housed**, do not change their record. If a client is **Inactive**, follow the steps in the [Returned from Inactive](#) section prior to completing this section.
- 2) *Housed:* record the date the client was housed in the *Housed* field. The date recorded in the cell must be in the same month as the reporting month.
- 3) *Administrator notes:* complete the fields in this category as necessary.

Outflow: Moved to Inactive (Inactive)

A client is considered **Inactive** when one of the following occurs for clients with an **Actively Homeless** BNL status:

- Client is deceased;
- Client has a duplicate entry;
- Client has left the community;
- Client no longer meets specific population criteria (chronic, veteran, youth, single adults, families, and Indigenous identity);
- Client is staying in a public institution for longer than their Inactive police timeframe; or,
- Client has not made contact within the inactive policy time period.

Deceased

If a client passes away, on the Community By-Name List worksheet, complete the following steps to ensure that a client is counted in the applicable population table(s) as Moved to Inactive.

- 1) *BNL status* – Only clients with an **Actively Homeless** BNL status can have their record changed to be **Inactive**. Do not change a client’s record if their BNL status is already **Inactive** or **Housed**.
- 2) *Reporting period change: All populations* – select “Moved to inactive: deceased” from the drop-down list in the *Reporting period change: All populations* field.
- 3) *Reporting period* – record the date the client was Moved to Inactive in the *Reporting period* field. The date recorded in the cell must be in the same month as the reporting month.
- 4) *Administrator notes* – complete the fields in this category as necessary.

Duplicate Entry

If the Administrator realizes after reports for the previous month have been completed that there are two or more duplicate entries, one of the entries needs to be Moved to Inactive. If the Administrator realizes that there is a duplicate entry added during the reporting month and the Administrator has not yet completed their monthly reports, then they can simply combine the two entries and avoid this step altogether.

On the Community By-Name List worksheet, complete the following steps to ensure that a client is counted in the applicable population table(s) as Moved to Inactive.

- 1) *BNL status* – Only clients with an **Actively Homeless** BNL status can have their record changed to be **Inactive**. Do not change a client’s record if their BNL status is already **Inactive** or **Housed**.
- 2) *Reporting period change: All populations* – select “Moved to inactive: duplicate entry” from the drop-down list in the *Reporting period change: All populations* field.
- 3) *Reporting period* – record the date the client was Moved to Inactive in the *Reporting period* field. The date recorded in the cell must be in the same month as the reporting month.
- 4) *Administrator notes* – complete the fields in this category as necessary.

Administrators can delete the duplicate entry after the entry is counted in the reporting month data should they so choose. For example, if a duplicate entry was reported in July 2020 according to the steps above, then any time from August 2020 onward, the Administrator can delete the duplicate entry. Duplicate entries cannot be deleted until after the reporting month is over and the data for the reporting month has been completed because if the entries were to be deleted during the month in which the duplication is reported, then the data would be imbalanced.

Left Community

If a client leaves the community, on the Community By-Name List worksheet, complete the following steps to ensure that a client is counted in the applicable population table(s) as Moved to Inactive.

- 1) *BNL status* – Only clients with an **Actively Homeless** BNL status can have their record changed to be **Inactive**. Do not change a client’s record if their BNL status is already **Inactive** or **Housed**.
- 2) *Reporting period change: All populations* – select “Moved to inactive: left community” from the drop-down list in the *Reporting period change: All populations* field.
- 3) *Reporting period* – record the date the client was Moved to Inactive in the *Reporting period* field. The date recorded in the cell must be in the same month as the reporting month.
- 4) *Administrator notes* – complete the fields in this category as necessary.

No Longer Meets Criteria (chronic, veteran, youth, single adults, families, Indigenous identity)

A client who is currently **Actively Homeless** and was reported in the previous month as belonging to a specific sub-population – chronic, veteran, youth, single adult, family, or Indigenous identity –, no longer meets criteria when new information has surfaced that would exclude them from meeting that sub-population’s criteria. For example, a youth is now a single adult therefore they no longer meet the criteria for the youth sub-population.

Chronic – A client no longer meets chronic criteria when their *Housing History* category reads:

- *Number of months experiencing homelessness in past year (12 months total):* 5 months or less;
AND
- *Number of months experiencing homelessness in past 3 years (36 months total):* 17 months or less.

Veteran – A client no longer meets veteran criteria for data collection if their *Veteran information* category previously read, but **does not** currently read as one of the following combinations:

- *Veteran status* (Veteran: allies) **AND** *Veteran status confirmed* (Confirmed);
- *Veteran status* (Veteran: Canadian Armed Forces) **AND** *Veteran status confirmed* (Confirmed);
- *Veteran status* (Veteran: civilian) **AND** *Veteran status confirmed* (Confirmed); **OR**

- *Veteran status (Former RCMP) AND Veteran status confirmed (Confirmed).*

Youth – A client no longer meets youth criteria for data collection if their *Head of Household* category previously read **youth**, and now reads adult, family, declined, or not filled.

Single adult – A client no longer meets single adult criteria for data collection if their *Head of Household* category previously read **adult**, and now reads youth, family, declined, or not filled.

Family – A client no longer meets family criteria for data collection if their *Head of Household* category previously read **family**, and now reads adult, youth, declined, or not filled.

Indigenous identity – A client no longer meets Indigenous identity criteria for data collection if their *Indigenous identity* category previously read, but **does not** currently read as one of the following:

- First Nations: off-reserve
- First Nations: on-reserve
- Inuit
- Métis
- Non-status

On the Community By-Name List worksheet, complete the following steps to ensure that a client is counted in the applicable sub-population table as Moved to Inactive.

- 1) *BNL status* – Only clients with an **Actively Homeless** BNL. Do not change a client’s record if their BNL status is already **Inactive** or **Housed**.
- 2) *Reporting period change: [sub-population] criteria only* – select “Moved to inactive: no longer meets criteria ([sub-population])” from the drop-down list in the *Reporting period change: [sub-population] criteria only* field.
- 3) *Reporting period* – record the date the client was Moved to Inactive in the *Reporting period* field. The date recorded in the cell must be in the same month as the reporting month.
- 4) *Administrator notes* – complete the fields in this category as necessary.

Note: If more than one sub-population criteria are changed in a reporting month, this process must be completed for each sub-population effected.

Public Institution

If a client enters a public institution (correctional facilities, hospital, treatment program, etc.), and there are no plans for imminent release, or the release date is farther away than the 90-day inactive policy, then the following steps on the Community By-Name List worksheet must be completed to ensure that a client is counted in the applicable population table(s) as Moved to Inactive after the 90-day time period has passed.

- 1) *BNL status* – Only clients with an **Actively Homeless** BNL status can have their record changed to be **Inactive**. Do not change a client’s record if their BNL status is already **Inactive** or **Housed**.
- 2) *Current sleeping arrangements* – Filter this field for clients who are sleeping in either “Public institution: correctional facilities” or “Public institution: hospital and/or treatment program.”
- 3) *Inactive police timeframe* – Filter this field for dates that occur in the reporting month. For the entries shown (if any), complete the following steps:
 - a. *Reporting period change: All populations* – select “Moved to inactive: public institution” from the drop-down list in the *Reporting period change: All populations* field.
 - b. *Reporting period* – record the date the client was Moved to Inactive in the *Reporting period* field. The date recorded in the cell must be in the same month as the reporting month.
 - c. *Administrator notes*: complete the fields in this category as necessary.

Lost Contact

If a client has not made contact with the community’s CA system for 90 days, the *Inactive police timeframe* field will read: Approaching Inactive.

At the end of the month, when the Administrator is completing the steps for reporting monthly BNL data, the following steps on the Community By-Name List worksheet must be completed to ensure that a client is counted in the applicable population table(s) as Moved to Inactive:

- 1) *BNL status* – Only clients with an **Actively Homeless** BNL status can have their record changed to be **Inactive**. Do not change a client’s record if their BNL status is already **Inactive** or **Housed**.
- 2) *Inactive police timeframe* – Filter this field for dates that occur in the reporting month. For the entries shown (if any), complete the following steps:
 - a. *Reporting period change: All populations* – select “Moved to inactive: lost contact” from the drop-down list in the *Reporting period change: All populations* field.
 - b. *Reporting period* – record the date the client was Moved to Inactive in the *Reporting period* field. The date recorded in the cell must be in the same month as the reporting month.
 - c. *Administrator notes*: complete the fields in this category as necessary.

More information on completing monthly BNL data reports is found in the [Reporting Monthly By-Name List Data](#) section of the guide.

Inflow: Newly Identified

A client is considered Newly Identified when one of the following occurs:

- Client is added to BNL for the first time
- Client is new to a specific sub-population. Note: For chronic, this is different than a client who remains on the BNL and ages into chronicity. That specific data point and example is covered in the next section.

Added to By-Name List for the First Time

On the Community By-Name List worksheet, complete the following steps to ensure that a client is counted in the applicable population table(s) as Newly Identified.

- 1) Input client's data into the next empty row. It is crucial that the Administrator ensures that this is not a duplicate entry.

More information on [Adding New Clients](#) can be found in a previous section of the guide.

New to sub-population

A client is new to a sub-population – chronic, veteran, youth, single adult, family, or Indigenous identity – if:

- They were **Actively Homeless** in the previous reporting period and **did not meet** the applicable sub-population criteria.
- They are currently **Actively Homeless** and **now meet** the applicable sub-population criteria.

For example, a client's veteran's status has been confirmed and they now meet the criteria for veteran.

On the Community By-Name List worksheet, complete the following steps to ensure that a client is counted in the applicable sub-population table as Newly Identified.

- 1) *BNL status* – Only clients with an **Actively Homeless** BNL. Do not change a client's record if their BNL status is already **Inactive** or **Housed**.
- 2) *Reporting period change: [sub-population] criteria only* – select “Newly identified: [sub-population]” from the drop-down list in the *Reporting period change: [sub-population] criteria only* field.
- 3) *Reporting period* – record the date the client was Newly Identified in the *Reporting period* field. The date recorded in the cell must be in the same month as the reporting month.
- 4) *Administrator notes* – complete the fields in this category as necessary.

Inflow: Aged-In Chronic

A client is considered to have aged into chronicity when their *Housing history* has progressed with time spent on the BNL without permanent housing (and not in transitional housing or public institutions) as opposed to new information.

Aged-In Chronic

On the Community By-Name List worksheet, complete the following steps to ensure that a client is counted in the chronic population table as Aged-In Chronic.

- 1) *BNL status* – Only clients with an **Actively Homeless** BNL. Do not change a client’s record if their BNL status is already **Inactive** or **Housed**.
- 2) *Reporting period change: chronic criteria only* – select “Aged-in: chronic” from the drop-down list in the *Reporting period change: chronic criteria only* field.
- 3) *Reporting period* – record the date the client was Aged-into chronicity in the *Reporting period* field. The date recorded in the cell must be in the same month as the reporting month.
- 4) *Administrator notes* – complete the fields in this category as necessary.

Inflow: Returned from Inactive

A client is considered to Return from Inactive when clients with an **Inactive** BNL status:

- Client is experiencing homelessness; and
- Client makes contact with the system (this includes returning to the community).

On the Community By-Name List worksheet, complete the following steps to ensure that a client is counted in the applicable population table(s) as Returned from Inactive.

- 1) *BNL status* – Only clients with an **Inactive** BNL status can have their record changed for this process. Do not change a client’s record for this process if their BNL status is **Actively Homeless** or **Housed**.
- 2) *Reporting period change: All populations* – select “Returned from inactive” from the drop-down list in the *Reporting period change: All populations* field.
- 3) *Reporting period* – record the date the client was Returned from Inactive in the *Reporting period* field. The date recorded in the cell must be in the same month as the reporting month.
- 4) *Administrator notes* – complete the fields in this category as necessary.

Inflow: Returned from Housing

If a client with a **Housed** BNL status loses their housing and returns to homelessness, on the Community By-Name List worksheet, complete the following steps to ensure that a client is counted in the applicable population table(s) as Returned from Housing.

- 1) *BNL status* – Only clients with a **Housed** BNL status can have their record changed for this process. Do not change a client’s record for this process if their BNL status is **Actively Homeless** or **Inactive**.
- 2) *Housed* – clear the cell with the client’s *Housed* date.
- 3) *Reporting period change: All populations* – select “Returned from housing” from the drop-down list in the *Reporting period change: All populations* field.
- 4) *Reporting period* – record the date the client was Returned from Housing in the *Reporting period* field. The date recorded in the cell must be in the same month as the reporting month.
- 5) *Administrator notes* – complete the fields in this category as necessary.

Actively Homeless

If all of the updates and monthly data processes are followed correctly, the Actively Homeless data point on each population table on the Data Reliability worksheet will be counted automatically and correctly.

Reporting Monthly By-Name List Data

This section of the guide outlines the process Administrators must follow to complete reports for monthly BNL data. While this guide covers how to use the workbook to store monthly BNL data, it does not go in depth into discussing the BNL data points. Therefore, it is strongly encouraged that Administrators review the [CAEH By-Name List Data Reliability Tool & Definitions](#) document to ensure they fully understand data points and data balancing.

The following list is a reference for the order in which steps are to be followed when completing monthly BNL reports:

- [Community By-Name List](#) worksheet
 - All new client entries have been added for the reporting period.
 - All client entries have been updated accordingly for the reporting period.
 - All clients whose *Current sleeping arrangements* are in public institutions with no immediate release date or whose release date is after the Inactive timeframe have been indicated as Moved to Inactive after the appropriate timeframe (refer to the [Public Institutions](#) section of the guide for further instruction).
 - All clients who have exceeded the Inactive policy timeframe without contacting the CA system have been indicated as Moved to Inactive (refer to the [Lost Contact](#) section of the guide for further instruction).
- [Data Reliability](#) Worksheet
 - Change *Workbook status* in the *Workbook set-up* table to **Closed**.
 - Check if data is balanced in each sub-population table.
 - If data is not balanced, change workbook status to **Open**, and refer to the [Troubleshooting: Workbook Balancing](#) section on the guide to help solve the issue. Once the issue is resolved and the data balances, make sure the workbook status is **Closed** and proceed with the remainder of the checklist.
 - If data is balanced, proceed with the remainder of the checklist.
 - Save workbook for the completed reporting period.
 - Copy the data in the *current reporting period* row and paste it into the *previous reporting period* row for each sub-population table.
 - Update reporting period months (and year(s) if applicable) in the *Workbook set-up* table to reflect the new and previous reporting period.
 - Change *Workbook status* in the *Workbook set-up* table to **Open**.
 - Save workbook for the new reporting period.

Monthly Reporting Steps: [Community By-Name List](#) Worksheet

After all new additions and client entries have been updated, Administrators should indicate all clients that have *Moved to Inactive* because:

- They have reached the Inactive timeframe while residing in a public institution with no immediate release date or the release date is after the Inactive timeframe (steps outlined in the [Public Institutions](#) section of the guide); or
- They have reached the Inactive timeframe without contact (steps outlined in the [Lost Contact](#) section of the guide).

Monthly Reporting Steps: Data Reliability Worksheet

In the [Data Reliability](#) worksheet, change the *Workbook status* in the *Workbook setup* table to **Closed**. If all the data has been input correctly, then the **Balance Check** column on each of the sub-population tables will read: *Yes*.

| Population: Chronic | | | | | | | | | Balance Check | |
|---|-------------------|----------|-------------------|------------------|---------|------------------------|-----------------------|--------------------|---------------|--|
| Sub population: Total | | Outflow | | | Inflow | | | | | |
| Reporting period | Actively Homeless | Move-Ins | Moved to Inactive | Newly Identified | Aged-In | Returned from Inactive | Returned from Housing | Net Monthly Change | Balanced | |
| Previous reporting period → May 2022 | | | | | | | | 0 | No | |
| Current reporting period → June 2022 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | Yes | |

The workbook should be saved as complete only if all the tables' **Balance Check** columns read *yes* at the end of the month. If the **Balance Check** column reads *no*, then the Administrator will have to change the *Workbook status* to **Open** and troubleshoot for the issue until the data balances and the column reads *yes* when the workbook is **Closed**. For more information, refer to the [Troubleshoot: Workbook Balancing](#) section of the guide.

Monthly Reporting Steps: Saving the Closed Workbook

After all the updates and proper changes in the [Community By-Name List](#) worksheet have been completed, and the data balances in the [Data Reliability](#) worksheet, the workbook should be saved as a closed book. An example of a closed saved book file name is *Community-By-Name List (July 2020 – closed)*. This helps the Administrator know that this workbook contains complete and balanced data from the first to the last day of the reporting period.

Each reporting period, the workbook should be saved as a new file. This is to help reflect on past data, as well as to support the Administrator should they need to review past data in case there is an issue with data balancing in future months.

Monthly Reporting Steps: Saving the Open Workbook

Once a book has been closed, the following steps must be completed to set up the new open book for the new reporting month.

- 1) *Current reporting period* row: copy the data from the **Actively Homeless** data point to **Return to Housing** data point.

| Population: Chronic | | | | | | | | | |
|-----------------------|-------------------|----------|-------------------|------------------|---------|------------------------|-----------------------|--------------------|----------|
| Sub population: Total | | Outflow | | | Inflow | | | Balance Check | |
| Reporting period | Actively Homeless | Move-Ins | Moved to Inactive | Newly Identified | Aged-In | Returned from Inactive | Returned from Housing | Net Monthly Change | Balanced |
| June 2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| July 2020 | 75 | 20 | 5 | 100 | 0 | 0 | 0 | 75 | Yes |

- 2) *Previous reporting month* row: paste the values into the same cells immediately above.

| Population: Chronic | | | | | | | | | |
|-----------------------|-------------------|----------|-------------------|------------------|---------|------------------------|-----------------------|--------------------|----------|
| Sub population: Total | | Outflow | | | Inflow | | | Balance Check | |
| Reporting period | Actively Homeless | Move-Ins | Moved to Inactive | Newly Identified | Aged-In | Returned from Inactive | Returned from Housing | Net Monthly Change | Balanced |
| June 2020 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| July 2020 | 75 | 20 | 5 | 100 | 0 | 0 | 0 | 75 | Yes |

- 3) Repeat steps 1 and 2 for each sub-population table.
- 4) Update the workbook status table to reflect the new reporting months and change the workbook status to **open**.

| Workbook setup | | |
|----------------------------------|-------|--------|
| Reporting period | Month | Year |
| Previous | June | 2020 |
| Current | July | 2020 |
| Inactive policy timeframe (days) | | 90 |
| Workbook status | | Closed |

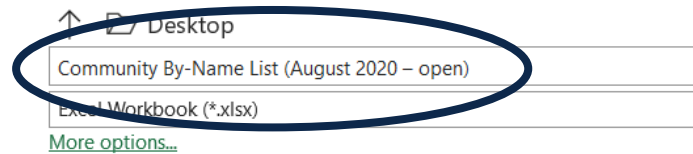


| Workbook setup | | |
|----------------------------------|--------|------|
| Reporting period | Month | Year |
| Previous | July | 2020 |
| Current | August | 2020 |
| Inactive policy timeframe (days) | | 90 |
| Workbook status | | Open |

5) Save the open workbook: *Community By-Name List (August 2020 – open)*

Save As

Recent



Troubleshooting: Workbook Balancing

When the **Balance check** column on the Data Reliability worksheet indicates that the data is not balancing, this is a sign that something is off in the workbook. This could be something with either the Community By-Name List worksheet, the Data Reliability worksheet, or both. Unfortunately, there is not a quick and easy way to find the discrepancy. However, discrepancies can always be found when completing a review of the workbook. Below are some tips and tricks for identifying common discrepancies.

Balance Checks After Updates

The easiest way to find an issue is by identifying when the issue occurred. This can be achieved by ensuring that the data balances before and after each update session. For example, if an Administrator works on updating data once a week for 2 hours, then once before and once after this two-hour period, they should go to the [Data Reliability](#) worksheet and see if each population table's **Balance Check** column reads: *Yes*. If it does read, *Yes*, then the data balances. If it does not, then something that was input into the workbook during those two hours has been input incorrectly. From here, the Administrator can filter the *Last administrator update* field for that date and review the necessary rows and columns. By doing a simple check after each updating session, it narrows down the number of cells that could be causing an issue.

Dates

Incorrect dates are the most common reason for data imbalance. Dates input into the [Community By-Name List](#) worksheet must reflect the reporting month. Cells that directly affect the formulas are:

- *Last contact date;*
- *Housed;*
- *Added to By-Name List;* and,
- *Reporting period.*

Reporting Period Change Step Omission

Issues can arise when the *Reporting period* and *Reporting period change* fields on the [Community By-Name List](#) worksheet are not used properly. Be sure to use the *Reporting period* and *Reporting period change* fields when any of the following occurs:

| | |
|------------------------------|---|
| All populations | <ul style="list-style-type: none"> ▪ Moved to inactive: deceased ▪ Moved to inactive: duplicate entry ▪ Moved to inactive: left community ▪ Moved to inactive: lost contact ▪ Moved to inactive: public institution ▪ Returned from inactive ▪ Returned from housing |
| Chronic criteria only | <ul style="list-style-type: none"> ▪ Aged-in: chronic ▪ Moved to inactive: no longer meets criteria (chronic) ▪ Newly identified: chronic |
| Veteran criteria only | <ul style="list-style-type: none"> ▪ Moved to inactive: no longer meets criteria (veteran) ▪ Newly identified: veteran |

| | |
|--|--|
| Youth criteria only | <ul style="list-style-type: none"> ▪ Moved to inactive: no longer meets criteria (youth) ▪ Newly identified: youth |
| Single adult criteria only | <ul style="list-style-type: none"> ▪ Moved to inactive: no longer meets criteria (single adult) ▪ Newly identified: single adult |
| Family criteria only | <ul style="list-style-type: none"> ▪ Moved to inactive: no longer meets criteria (family) ▪ Newly identified: family |
| Indigenous identity criteria only | <ul style="list-style-type: none"> ▪ Moved to inactive: no longer meets criteria (Indigenous identity) ▪ Newly identified: Indigenous identity |

Incorrectly Updating Clients with a Housed or Inactive Status

Clients with a **Housed** or **Inactive** status should not have their records edited unless they are returning from homelessness (**Housed**) or are returning from inactive (**Inactive**). For example, if a client moved from one home to another without returning to homelessness, this **would not** be considered an update and the *Housed* date **should not** be changed. If an Administrator wanted to collect this data, they would have to add columns or amend the workbook to accommodate this change.

Formulas

Below are possible issues with formulas and their solutions.

Potential issue #1: Formulas are broken in the Community By-Name List worksheet.

Solution: Refer to cells in the same column to see if they have the same issue. If they do not have the same issues, drag the correct formulas over the broken formula to fix it.

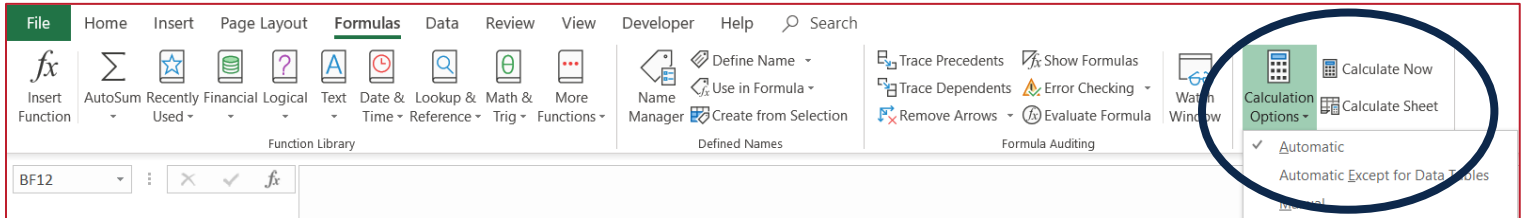
If all columns are broken, refer to a past workbook or the original CAEH workbook to view the correct formula for the cell.

Potential issue #2: The *Current month* row in the Data Reliability worksheet is not showing any change in data.

Solution: Change the formulas in the *Current month* row so that they reflect the correct month and year.

Potential issue #3: The formulas are not updating properly in the workbook.

Solution: Change the *Calculation Option* in the Formula ribbon to *Automatic* (see image below).



Incompatible Excel Version

This workbook is compatible with Excel 2007 and onward. Older versions of Excel (2003 or older) will not be able to run this workbook properly.

Prioritization

This workbook can be used to support community tables in prioritizing clients for supports, services, and housing. This can be done by filtering the fields based on a community's agreed upon prioritization factors, program requirements, and resource vacancies.

For example, if a community's prioritization factors for housing were acuity, chronicity, and unsheltered, then the Administrator could filter their Community By-Name List worksheet in the following way:

- *Assessment score*: descending order;
- *Chronic data* (over in the Administrator section): "Chronic" only; and,
- *Current sleeping arrangements*: "Unsheltered" only.

The *List management* field towards the beginning of the Community By-Name List worksheet can also be helpful when prioritizing to know which clients need the necessary documents to be able to accept resources, when they are matched, when they have accepted the match, and when they are housed.

Customization

This entire workbook can be customized to suit a community’s needs. This section of the guide covers the most important things to note when customizing the workbook:

- Additional content;
- Drop-down list;
- Inactive policy; and,
- Formulas.

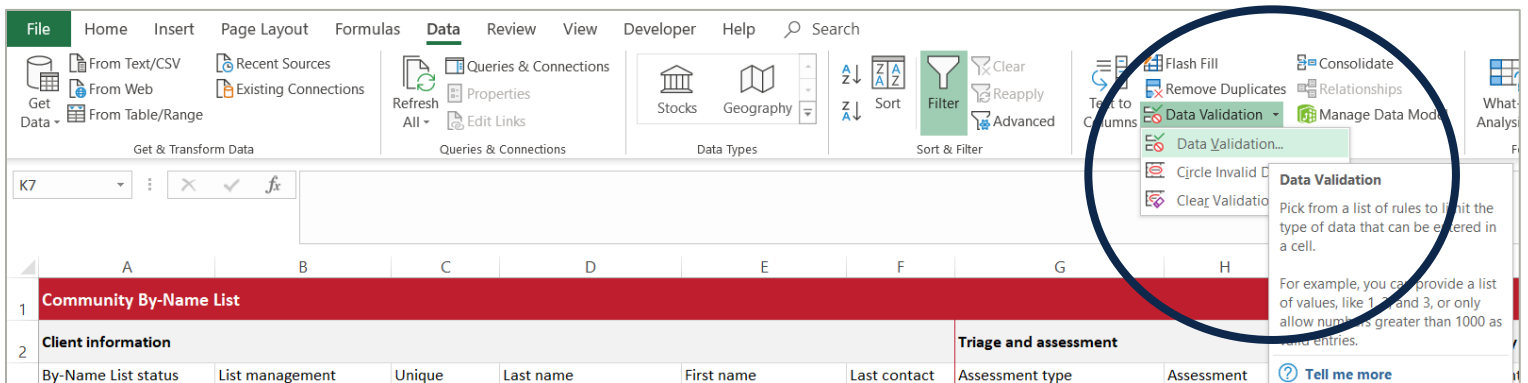
Additional Content

It is important to note that this workbook at its basic level meets the requirements for the basic quality CAEH chronic and veteran BNL Scorecards. As such, it is discouraged to delete columns from the workbook. However, Administrators can add, edit, and delete columns as they see fit so long as they amend formulas accordingly. Some Administrators have added in columns to track various factors for either prioritization or support: sources of income, tri-morbidity, most frequented location, and health issues.

Drop-down List

All drop-down lists are located on the Drop-down List worksheet. Administrators can customize all list options – except the *Reporting period change* options. It is strongly discouraged to change the aforementioned list because the specific wording in this list will directly affect the formulas on the Data Reliability worksheet. If an Administrator wishes to customize this list, they can do so, but they must also edit the formulas in the workbook to reflect this change.

If the Community By-Name List worksheet drop-down lists are no longer working properly after editing the Drop-down List worksheet, Administrators can use the *Data Validation* function on the Data ribbon to reset the drop-down list.



Inactive Policy

The inactive policy used in this workbook is 90 days without contact. If a community uses a different timeline for their policy, simply change the number of days in the Data Reliability worksheet to the respective timeline.

| Workbook setup | | |
|------------------------|-------|------|
| Reporting period | Month | Year |
| Previous | May | 2022 |
| Current | June | 2022 |
| Inactive policy (days) | 90 | |
| Workbook status | Open | |

Formulas

While Administrators can add, delete, or edit anything in the workbook, it is strongly encouraged that they first check to make sure the cell in question is not affecting or effected by another cell. If this step is not completed, then formulas may break, and the workbook may not pull the correct information for monthly reporting on the Data Reliability worksheet.

To check if formulas are affecting or are affected by another cell, Administrators can click the cell in question and use the *Trace Precedents* and *Trace Dependents* function in the Formula ribbon. The *Remove Arrows* function will clear any arrows that have been displayed as a result of the *Trace* functions.

