

BY-NAME LIST

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Community of Practice Calls 2023-2024

Data Integrity

February 9, 2024





Land Acknowledgement

From coast to coast to coast, we acknowledge the ancestral territory of all the Inuit, Métis, and First Nations people that call this land home. We recognize the historic and ongoing impacts of colonization and are committed to decolonization of our systems and ongoing reconciliation, guided in our work by the United Nations Declaration on the Rights of Indigenous Peoples, the TRC Calls to Action, MMIWG Calls to Justice and the principles of empowerment and self-determination.

The Canadian Alliance to End Homelessness is committed to equity, dignity, justice and belonging. We are dedicated to serving equity-seeking communities as anti-racist, anti-oppressive and inclusive allies.

Agenda

5 min	Housekeeping
15 min	Data Integrity Overview
10 min	Let's Hear from You: Slido
10 min	Community Spotlight: Brantford-Brant
20 min	Questions & Discussion

Housekeeping

1. Today's meeting is being recorded:
 - The recording and PDF will be linked in the BFZ website
2. Please use the chat for questions during the presentations, we'll answer them during the Q&A



Where to Find CoP Calls



Getting to Zero Track Our Progress **Resources** Get Involved About

FRANCAIS

DONATE

CHANGE PACKAGE

ONTARIO PORTAL

<https://bfzcanada.ca/>

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 and veteran homelessness.

Keep checking back here as we will be regularly updating materials and adding further resources.

What is a By-Name List?	⌵
10 Steps to Create and Use a By-Name List	⌵
By-Name List Scorecard 3.0 & Tools	⌵
Privacy, Consent and Data Sharing	⌵
Homeless Individual and Family Information System (HIFIS)	⌵
Sample By-Name List Excel Workbook	⌵
Sample Data Dashboards	⌵

Where to Find CoP Calls - cont.

10 Steps to Create and Use a By-Name List

Click on the box below to access the three-page **10 Steps to Create and Use a By-Name List** that provides you with the overall steps and links to further resources to help you develop, maintain and use a quality By-Name List. The webinar series below will walk you through the further details of the “10 Steps” and the community of practice presentations provide examples of how communities have created and use a By-Name List.

10 STEPS TO CREATE AND USE A BY-NAME LIST

16 pre-recorded webinars detailing the 10 Steps to create and use a By-Name List



GETTING STARTED WITH A BY-NAME LIST – WEBINAR SERIES

- Introduction to By-Name Lists (a 40 minute on-line course) – [access here](#) and use the key: BNLIIntro
- By-Name Lists – What and Why? – [Recording](#) (25 min) and [Presentation](#)
- 10 Steps to Create and Use a BNL – [Recording](#) (50 min) and [Presentation](#)

Links to CoP calls from 2021/2022 and 2022/2023 are now consolidated in these PDFs



GETTING STARTED WITH A BY-NAME LIST – ONTARIO COMMUNITY OF PRACTICE CALLS

- **Community of Practice Calls 2021-2022** – includes recordings and presentation PDFs for 24 calls focused on getting started with a BNL. Hear from communities both new and experienced with BNLS.
- **Community of Practice Calls 2022-2023** – includes recordings and presentation PDFs for 12 monthly calls focused on expanded BNL implementation and use of BNL data.
- **Community of Practice Calls 2023-2024** – includes recordings and presentations for monthly calls focused on maintaining and improving BNLS and connecting people with the services and supports they need.
 - Calls will begin again on July 14, 2023

New CoP calls for 2023/2024 are listed here



Upcoming CoP calls

March 8, 2024

**Sustaining Service Provider Partnerships &
Buy-In (Child Welfare; Health Care;
Corrections)**

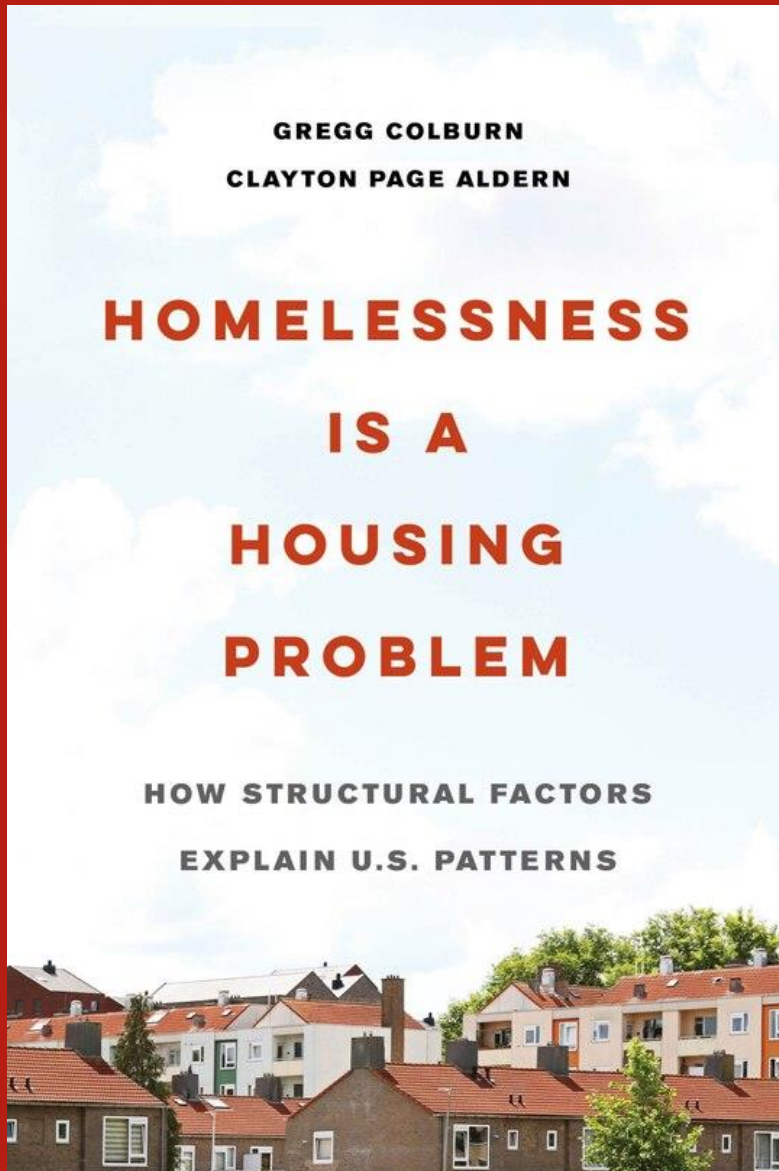
March



Sign-up for the BFZ-C Newsletter

<https://action.caeh.ca/signup>





The Canadian Alliance to End Homelessness is hosting a webinar with Gregg Colburn, university associate professor and co-author of the book '*Homelessness is a Housing Problem*'.

Next Tuesday, February 13 at 10am
PT / 1pm ET

[Register here](#)

**GIVE US YOUR
FEEDBACK**

We Want to Hear from You!

We are currently in conversation with the federal and provincial government (and other funders) about the possibility of extending BFZ-C support to communities beyond March 2024.

To assess the impact of investment in BFZ-C supports and to help inform continuous improvement and future supports, we are asking each community to please complete the following survey sent to community leads this week **by Friday, February 23.**

BFZ-C Feedback Survey

Community Resource Ask!

- Examples of Coordinated Access explainer materials targeted to clients and people with lived experience of homelessness?
- Email marie@caeh.ca or let us know in the chat!



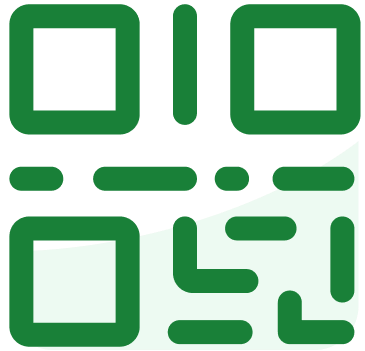
Data integrity is the accuracy, completeness, and quality of data as it's maintained over time and across formats.

Preserving the integrity of your data is a constant process.

Potential Issues for Data Integrity

- **Collection errors**: data that is incomplete or inaccurately collected, creating an unreliable picture.
- **Human error**: mistakes during data entry, update, or accidental deletions.
- **Lack of data validation and consistency checks**: undefined, or non-existing, data quality assurance processes.
- **Cybersecurity or internal privacy breaches**: anyone with malicious intent having access to data.

slido



**Join at slido.com
#2532979**



What data integrity issues do you encounter? Select all that apply



What data integrity issues do you encounter? Select all that apply

Multiple Choice Poll 25 votes 25 participants

Human Error - 18 votes



Collection Error - 21 votes



Privacy Breaches - 1 vote



Quality Assurance - 20 votes



Examples of Collection Errors:

- HPP Family Reporting columns in BNL template
- Inconsistent collection of Housing History in HIFIS



How to prevent it:

Clear, well documented, definitions, processes and roles.

Examples:

- One-pagers & job aids
- Regular refresher trainings
- Data quality checks
- Share data back so the impact of missing data can be seen

Examples of Human Errors:

- Entering incorrect values or formats
- Omitting necessary fields
- Accidentally deleting important data



How to prevent it:

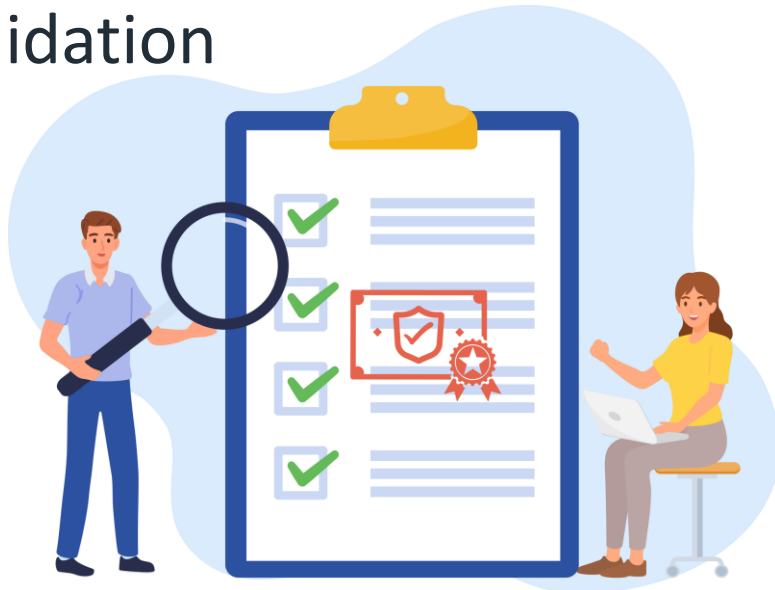
Data validation & data quality checks, being familiar with your data.

Examples:

- Filtering to check
- Having input validation rules and constraints to ensure that data meets specified criteria

Examples of data quality assurance issues:

- No quality assurance methods in place or not completed regularly
- People finding loopholes in data validation



How to prevent it:

Clear data validation processes in place

Regular QA checks

Examples:

- Filtering/running reports to check that processes are being followed

Examples of cybersecurity or internal privacy breaches:

- Unauthorized HIFIS access
- Hackers



How to prevent it:

Security measures.

Examples:

- Password protections
- Encryptions
- Rights templates and monitoring
- General knowledge on cybersecurity threats

Documenting Your Processes for Sustainability

By-Name Data Operations Manual Template



The goal of this document is to provide a template for how to create a By-Name Data (BND) Operations Manual. Developing a BND Operations Manual gives communities the opportunity to agree on transparent procedures and policies that will promote the use and maintenance of a comprehensive, secure, and effective By-Name Data set. For an example completed BND Manual – See [Missoula's Here](#).

Note that the template often refers to By-Name Data (BND). This term is used interchangeably with the By-Name Data set. Both terms refer to the universe of data that includes By-Name Data about everyone in a community experiencing homelessness. This language is a subtle but important shift from the By-Name List (BNL). BNL refers to a list of people, but BND refers to the dynamic universe of data.

Things to consider when creating a BND Operations Manual:

- Decide which stakeholders to involve in drafting and approving the manual. Be sure to involve a diverse set of partners. We highly recommend involving people with lived experience (PLEH) and frontline staff.
- The goal of this manual is to document BND policies and procedures in one document. Some of the information in the template may exist in other policies and procedures. If that's the case, it is recommended that relevant language and/or documents are linked or referenced in the manual rather than rewritten or paraphrased so that they are accessible and remain consistent across the system.
- View the BND Operations Manual as a living document and consider how this manual will need to change over time. For example, which sections will need to be revised when HMIS Data Standards are updated? What other events would trigger updates in the manual?

★ Adapt the template as needed to fit your needs and contact a BFZ-C coach if you have questions!

How to use this template:

This template is organized into sections that are recommended to include in a BND Operations Manual. Each section is organized as follows:

- Section name and the intended goal of the section.
- A list of suggested information to include in the section.



[Access Here](#)





Foundations of Data Integrity

Foundational Elements

Who: Roles & responsibilities

What: What data is required and for what purpose (prioritization factors, reporting, system planning & policy decisions, etc)

Where: Where is data saved/located? Other data sources to consider?

When: Frequency of checks, updates

Why: Are end users aware of the “why”?

How: HIFIS report, filtering Excel, other?

slido



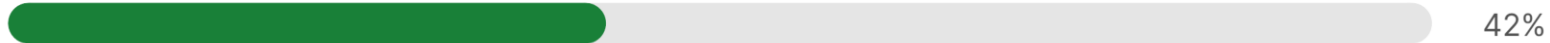
Which foundational elements do you have clearly defined locally (select all that apply):



Which foundational elements do you have clearly defined locally (select all that apply):

Multiple Choice Poll 24 votes 24 participants

Quality Assurance policy/procedure - 10 votes



Clear understanding of who is responsible for data quality - 16 votes



Clear understanding of what data points are most important/necessary - 15 votes



Documented and accessible training materials - 12 votes



None of the above - 3 votes



slido



What do you use to train staff on comprehensive data collection/entry/integrity (select all that apply):



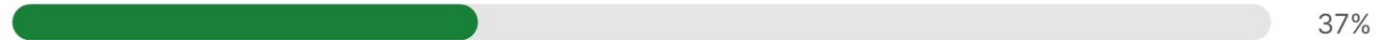
What do you use to train staff on comprehensive data collection/entry/integrity (select all that apply):

Multiple Choice Poll 19 votes 19 participants

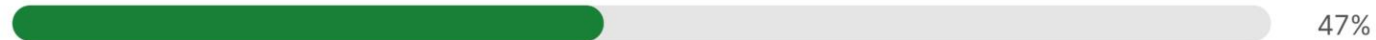
Live training - 12 votes



Recorded training - 7 votes



Job aids/one pagers - 9 votes



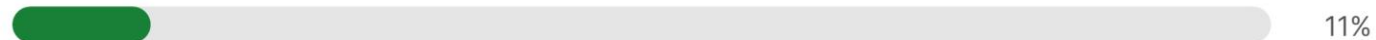
Support/Help desk - 10 votes



Email reminders - 8 votes



Other (specify in chat) - 2 votes





What are some ways you communicate the importance of data integrity to frontline staff?



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Open text poll 10 responses 10 participants



Anonymous

We centralized a dedicated staff person to input monthly data to avoid multiple staff, it keeps the data consistently recorded.



Anonymous

Emails with team leads suggesting shadowing with newer staff for bnpl/HIFIS updates to ensure complete entries



Anonymous

1:1 meetings with staff, talk out the processes and it's effect.



Anonymous

Regular sharing and discussion of community wide data and encouraging frontline staff to ask questions about data curiosities in those discussions



Anonymous

Trying to find ways to tie it to good service for service recipients.



Anonymous

Email and discussion and training



Anonymous

Emails Meetings Live training



Anonymous

Ongoing monthly meetings with HIFIS users (or agencies)



Anonymous

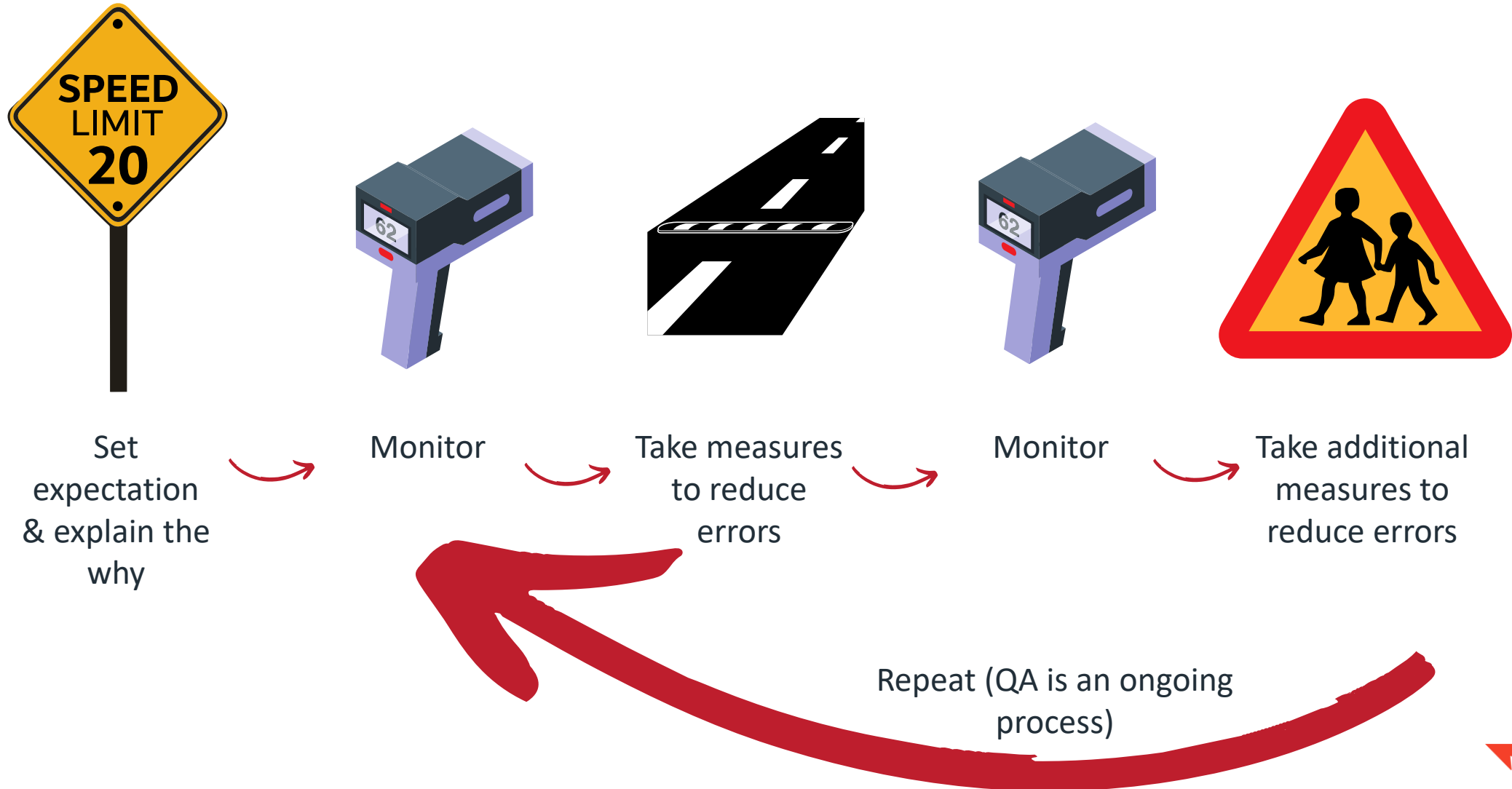
Communicating how errors in data integrity can negatively impact clients



Anonymous

Emails and discussions at coordinated access

Quality Assurance & Road Safety



What does inactivity have to do with data integrity?

- The By-Name List is the primary source of data on everyone experiencing homelessness in the community
- Inactivity is meant to capture people legitimately leaving the BNL – because they have left the community, entered an institution, or cannot be located
- High rates of inactivity (particularly, with subsequent high *returns from inactivity*) can be a sign that data is not being updated in real time

Inactivity

	Most recent	12 month avg.
Inflow		
Newly Identified	6%	8%
Aged In	63%	43%
Returned - Inactive	31%	47%
Returned - Housing	0%	1%
Outflow		
Move-Ins	0%	15%
Moved to Inactive	100%	85%

How confident can we be in the # of people Actively Homeless when people are regularly cycling in and out of inactivity?

Do we understand who is returning from inactivity? Are these “true” inactives or resulting from late updates?



Community Spotlight: Brantford-Brant

Who We Are? Brantford-Brant

Major hub(s): Brantford, located ~40kms SW of Hamilton
Population of District: 130,000 (2016)

System Overview:

- City of Brantford is the Service Manager and CE for Reaching Home
- All funded providers using HIFIS 4

By-Name List Context:

- BNL in HIFIS (custom report)
- BNL report is run twice per month to obtain Actively Homeless
- Cross-referenced with previous report to determine Inflow/Outflow



Brantford-Brant – Inactivity Improvement Project

The problem: Inactivity (both moves to and returns from) has consistently been a system pressure point since at least 2021.

1. What are we trying to accomplish? *Decrease the number of people that move to/return from inactive each month to improve confidence in BNL data.*
2. How will we know that change is an improvement? *Decrease in moves to/returns from inactivity.*
3. What change(s) can we make?
 - **Cycle 1:** Hunch that harm reduction outreach team (not using HIFIS) was having contact with people moving to inactivity and that these updates were being missed in HIFIS. Tested theory by cross referencing the list of inactive clients with list of clients outreach interacted with – only 1 person.
 - **Cycle 2:** Email reminders to review list of inactive/approaching inactive clients and update files. Little impact.
 - **Cycle 3:** Repeated cycle 2, but with tweaks to the wording of the email to include a stronger call to action. Additional follow-up emails when initial one did not receive responses.

Brantford-Brant – Inactivity Improvement Project

MMM-YYYY	Active Homeless	Move-Ins	Moved to Inactive	Newly Identified	Aged In (chronic only)	Returned from Inactive	Returned from Housing	Net Monthly Change
Jan 2023	156	3	14	12	17	11	0	23
Feb 2023	158	5	10	2	4	11	0	2
Mar 2023	147	1	18	1	1	6	0	-11
Apr 2023	141	7	23	0	12	12	0	-6
May 2023	122	14	19	1	8	5	0	-19
Jun 2023	125	1	12	2	9	3	1	2
Jul 2023	99	3	35	0	6	6	0	-26
Aug 2023	89	4	20	1	4	8	1	-10
Sep 2023	88	3	16	2	8	8	0	-1
Oct 2023	81	0	18	0	5	6	0	-7
Nov 2023	86	1	11	0	7	10	0	5
Dec 2023	92	0	10	1	10	5	0	6

Results:

- *Approaching Inactive* list was reduced by more than half after one month (November)
- Returns from inactive subsequently was higher than usual in November as updates were obtained for folks on the *Inactive* list
- Similar result in December, but note fewer returns from inactive given the volume of updates obtained as a result of the email reminders

Data Integrity in Brantford-Brant

1. Many communities struggle to obtain perfectly balanced data from HIFIS. Can you elaborate on how you are able to maintain this, and the resources (time/staff) required?
2. Brantford has been working to better understand inactivity for a long time. What have you learned along the way?
3. How was this change idea received by partner agencies? What have you done to share back the results of their efforts?
4. What advice would you give to other communities working on these issues (data quality in HIFIS, inactivity, etc.)?
5. What's next?

Q&A Discussion

Thank You

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