

Community Progress Indicators: Chronic Population

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Overview: Chronic Community Progress Indicators

Built for Zero Canada (BFZ-C) supports communities to achieve milestones that demonstrate success toward system improvements, reductions in chronic homelessness, and, ultimately, a functional end to chronic homelessness. These Community Progress Indicators (CPIs) are measurable, evidence and data-driven, and validated through a consistent and standardized confirmation process led by BFZ-C staff. CPIs include:

- Chronic Quality By-Name List
- Reaching Home Quality Coordinated Access
- Basic Quality Coordinated Access
- Chronic Baseline Reductions
- Chronic Home Stretch
- Functional Zero Chronic (Achieved)
- Functional Zero Chronic (Sustained)

The following document is intended to provide a high-level overview of each CPI, the confirmation and sustaining requirements, and details on where CPIs are visualized. More in-depth information is available through links embedded in this document and upon request to the Director of Built for Zero Canada, Marie Morrison, at marie@caeh.ca.

Chronic Quality By-Name List

Definition:

A Chronic By-Name List (C-QBNL) is a real-time list of all people experiencing chronic homelessness in your community. It includes a robust set of data points that support coordinated access and prioritization at a household level and an understanding of homeless inflow and outflow at a system level. This real-time actionable data supports triage to services, system performance evaluation and advocacy (for the policies and resources necessary to end chronic homelessness)¹.

BFZ-C has developed a [BNL Scorecard](#), along with a data submission and review process that supports a community to reach, confirm and sustain a Quality By-Name List. Achieving a Quality By-Name List for chronic homelessness through a BNL that includes all known and consenting people experiencing homelessness will support Reaching Home Designated Communities to complete the Reaching Home Community Homelessness Report. Additional details are available in the [Reaching Home Community Homelessness Report \(CHR\) Reference](#)

¹ <https://bfzcanada.ca/by-name-lists/>

[Guide](#)). Reaching Home communities that will be submitting a CHR and have completed the CAEH BNL Scorecard version 3.0 are encouraged to refer to their responses in the BNL Scorecard to help them complete the CHR.

Additional details are available in the [CAEH By-Name List \(BNL\) Scorecard 3.0 Guide](#).

Confirmation Requirements:

To be confirmed by BFZ-C for achieving a C-QBNL, a community must demonstrate:

- A completed [CAEH Basic Chronic By-Name List scorecard](#) with a score of 10/10
- A completed [Provider Participation Tool](#)
- Four consecutive months of complete By-Name List data where the last 3 months are reliable within the 15% threshold margin of error (more details [here](#))

The tools and data infrastructure to demonstrate these requirements are available in each communities Change Package.

These requirements are confirmed by Built for Zero Canada staff. In addition, a community must be prepared to set a ‘baseline month’ (typically within the 3 months of reliable data). The number of chronic active homeless during this month will be used to measure reductions moving forward.

Sustaining Requirements:

Once a community is confirmed by BFZ-C for achieving a Chronic By-Name List, they typically do not lose this status. In rare circumstances, such as a community failing to submit chronic data for an extended period of time, BFZ-C staff may review C-QBNL status to develop a plan for getting back on track.

Visualizations:

C-QBNL status of BFZ-C participating communities is displayed publicly under ‘[Community Progress](#)’ and in their public dashboard on the BFZ-C website.

Participating communities can also monitor their progress toward C-QBNL and see their status displayed under ‘scorecard overviews’ in their Performance Management Tracker.

Chronic By-Name List

[Link to Chronic By-Name List Scorecard](#)

Date complete chronic BNL data submitted	3-month data reliability	Date BNL scorecard confirmed by IA	Date PPT confirmed by IA	Baseline month	Date Quality By-Name List achieved
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Reaching Home Quality Coordinated Access

Definition:

All Reaching Home Designated Communities are required to have a coordinated access system in place by March 31, 2022². Reaching Home defines Coordinated Access as a process through which individuals and families experiencing homelessness or at risk of homelessness, are provided access to housing and support services, based on a standardized set of procedures for client intake, assessment of need, and matching and referral to housing.³

BFZ-C has developed a [CA scorecard](#) that supports a community to meet [Reaching Home](#) minimum requirements related to CA, as outlined in the federal [Reaching Home: Canada's Homelessness Strategy Directives](#) and further clarified in the [Reaching Home Coordinated Access \(CA\) Guide](#) and the [Reaching Home Community Homelessness Report \(CHR\) Reference Guide](#). Reaching Home communities that will be submitting a CHR and have completed the CAEH CA Scorecard version 3.0 are encouraged to refer to their responses in the CA Scorecard to help them complete the CHR.

Additional details are available in the [CAEH Coordinated Access \(CA\) Scorecard 3.0 Guide](#).

Confirmation Requirements:

To be confirmed by BFZ-C for meeting the minimum requirements for Reaching Home Coordinated Access (RH CA), a community must demonstrate:

- A completed [CAEH Coordinated Access scorecard](#) with a 7/7 on the Reaching Home level
- A completed [Provider Participation Tool](#)
- Written documents confirmed against the [CA Initial Written Documents Checklist](#)

The tools to demonstrate these requirements are available in each community's Change Package.

These requirements are confirmed by Built for Zero Canada staff.

Sustaining Requirements:

Once a community is confirmed by BFZ-C for achieving the minimum requirements for Reaching Home Coordinated Access, they typically do not lose this status. In rare circumstances, BFZ-C staff may review RH CA status to develop a plan for getting back on track if acute challenges arise.

² Designated Communities who joined in 2020 have until March 31, 2023 to have a coordinated access system in place.

³ <https://www.canada.ca/en/employment-social-development/programs/homelessness/directives.html#h2.3-h3.4>

Visualizations:

RH CA status of BFZ-C participating communities is displayed publicly under [‘Community Progress’](#) and in their public dashboard on the BFZ-C website.

Participating communities can also monitor their progress toward RH CA and see their status displayed under ‘scorecard overviews’ in their Performance Management Tracker:

Coordinated Access

[Link to Coordinated Access Scorecard](#)

Date RH CA Scorecard confirmed by IA	Date PPT confirmed by IA (for RH)	Date Basic CA Scorecard confirmed by IA	Date PPT confirmed by IA (for Basic)	Date RH CA achieved	Date Basic CA achieved
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Basic Quality Coordinated Access

Definition:

Coordinated Access is a way for communities to bring consistency to the process by which people experiencing homelessness or at risk of homelessness access housing and related services within a geographic area. Core components of a strong Coordinated Access system include a Housing First approach; real-time data about the supply of and demand for housing resources; and a streamlined service delivery approach with access points to service, a standardized workflow for triage and assessment; prioritization; and vacancy matching and referral⁴. Basic Quality Coordinated Access includes additional elements beyond Reaching Home Coordinated Access that are considered best practices and support homelessness reduction efforts.

Confirmation Requirements:

To be confirmed by BFZ-C for meeting the minimum requirements for Basic Quality Coordinated Access (BQCA) a community must demonstrate:

- A completed [CAEH Coordinated Access scorecard](#) with a 7/7 on the Reaching Home level AND 16/16 on the Basic level
- A completed [Provider Participation Tool](#)
- Written documents confirmed against the [CA Initial Written Documents Checklist](#)

The tools to demonstrate these requirements are available in each communities Change Package.

These requirements are confirmed by Built for Zero Canada staff.

⁴ <https://bfzcanada.ca/coordinated-access/>

Sustaining Requirements:

Once a community is confirmed by BFZ-C for achieving BQCA, they typically do not lose this status. In rare circumstances, BFZ-C staff may review BQCA status to develop a plan for getting back on track if acute challenges arise.

Visualizations:

BQCA status of BFZ-C participating communities is displayed publicly under ‘[Community Progress](#)’ and in their public dashboard on the BFZ-C website.

Participating communities can also monitor their progress toward Basic CA and see their status displayed under ‘scorecard overviews’ in their Performance Management Tracker.

Coordinated Access

[Link to Coordinated Access Scorecard](#)

Date RH CA Scorecard confirmed by IA	Date PPT confirmed by IA (for RH)	Date Basic CA Scorecard confirmed by IA	Date PPT confirmed by IA (for Basic)	Date RH CA achieved	Date Basic CA achieved
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Chronic Baseline Reductions

Definition:

A community may have reduced chronic by 10% or 50% below baseline when the number of people experiencing chronic homelessness is 10% or 50% less than it was during their baseline month for three consecutive months.

A baseline is a point of reference from which change can be measured. For BFZ-C communities, a baseline refers to the number of people experiencing chronic homelessness during their baseline month. A baseline month is determined when a community achieves a Chronic Quality By-Name List. A baseline month may be changed by BFZ-C, in consultation with the community, if:

- The community indicates that a process improvement, such as a data clean up, is responsible for a sudden increase or decrease; or
- The community’s chronic active homeless data increases by 50%.

Confirmation Requirements:

To be confirmed by BFZ-C for achieving a chronic baseline reduction, a community must demonstrate:

- A 10% or 50% reduction in the number of people experiencing chronic homelessness from their baseline month, for three consecutive months
- Complete chronic data that is reliable within the 15% threshold margin of error

The data infrastructure to demonstrate these requirements is available in each communities Change Package.

These requirements are confirmed by Built for Zero Canada staff.

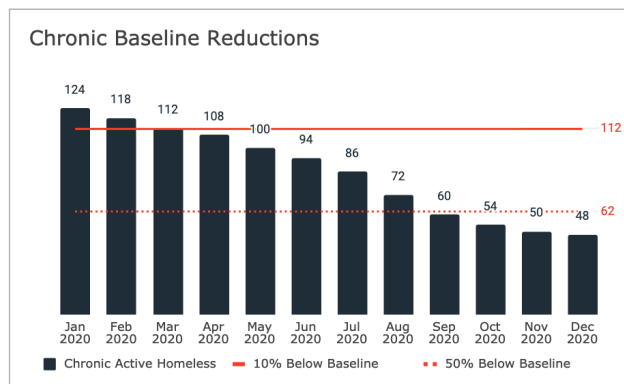
Sustaining Requirements:

Once a community is confirmed by BFZ-C for achieving a baseline reduction, the community will sustain the status as long as they sustain the 10% or 50% reduction below their baseline. If a community achieves a baseline reduction and then rises above the reduction milestone, but then gets back below within 6 months, they are considered to be sustaining. They do not require three consecutive months below baseline. If it takes more than 6 months for a community to reduce below baseline (after the initial achievement), they must demonstrate three consecutive months before they are once again recognized for a baseline reduction.

Visualizations:

Baseline reductions of BFZ-C participating communities are displayed publicly under [‘Community Progress’](#) and in their public dashboard on the BFZ-C website.

Participating communities can also monitor their progress toward baseline reductions under ‘QBNL Data Dashboard’ in their Performance Management Tracker.



The 'Reduced Below Chronic Baseline' graphs included data beginning from the baseline month and the most recent 12 months submitted. A community that sustains three consecutive months below the baseline (10% or 50%) may be recognized for achieving a Community Progress Indicator.

Chronic Home Stretch

Definition:

BFZ-C participating communities closing in on a functional end to chronic homelessness are considered to be in the 'Home Stretch.'

Confirmation Requirements:

To be confirmed as a community in the Home Stretch, a community must demonstrate:

- At least six months of perfectly balanced C-QBNL data
- Active engagement with BFZ-C supports
- High functioning local leadership team with the will to push to chronic functional zero

The data infrastructure to demonstrate some of these requirements is available in each communities Change Package.

These requirements are confirmed by BFZ-C staff. In addition, BFZ-C will conduct data projections demonstrating what it would take to achieve chronic functional zero within a maximum of 12 months. As a final requirement for the Home Stretch, the community and BFZ-C must agree that these projections are achievable.

Sustaining Requirements:

Remaining in the Home Stretch requires communities to demonstrate progress toward chronic functional zero that is aligned with projections completed during the confirmation process. If a community diverges from these projections with an increase in chronic active homeless data, the community may temporarily move out of the Home Stretch. BFZ-C will continue to work with the participating community to support their progress toward Functional Zero Chronic.

Visualizations:

If a BFZ-C participating community is confirmed to be in the Home Stretch, their status will be displayed publicly under '[Community Progress](#)' on the BFZ-C website.

Participating communities confirmed to be in the Home Stretch will have projections added under 'QBNL Data Dashboard' in their Performance Management Tracker.

Community Progress Indicator:

Home Stretch

mm yyyy	Active Homeless	Move Ins	Moved to Inactive	Newly Identified	Aged In	Returned - Inactive	Returned - Housing	Monthly Net Change	Monthly Data Reliability
Jul 2020	8	4	2	1	0	0	0	-5	
Aug 2020	9	2	0	1	1	0	1	1	0%
Sep 2020	15	2	0	2	4	0	2	6	0%
Oct 2020	11	3	2	1	0	0	0	-4	0%
Nov 2020	11	1	0	1	0	0	0	0	0%
Dec 2020	4	10	0	2	0	0	1	-7	0%
Jan 2021	4	2	1	1	0	1	1	0	0%
Feb 2021	3	2	0	1	0	0	0	-1	0%
Mar 2021	3	1	0	0	0	0	1	0	0%
Apr 2021	2	2	1	1	0	1	0	-1	0%
May 2021	2	1	0	0	0	0	1	0	0%
Jun 2021	1	2	0	1	0	0	0	-1	0%

Submitted data

Projected data

The Home Stretch table displays 6 months of chronic QBNL data (as submitted by the community), followed by 6 months of projected data. Projected data is entered by BFZ-C staff based on previous data trends, with the goal of having perfectly balanced data.

Functional Zero Chronic (Achieved)

Definition:

A functional zero end to homelessness means that communities have a systemic response in place that ensures homelessness (unsheltered homeless, sheltered homeless, provisionally accommodated or imminent risk of homelessness) is prevented whenever possible or is otherwise a rare, brief, and non-recurring experience.

Functional Zero Chronic (FZ-C) is achieved when chronic homelessness accounts for 3 or less people for three consecutive months as measured by a community's C-QBNL. For larger communities with more than 4,000 actively homeless on their community's By-Name List, chronic homelessness accounts for less than 0.1% of their actively homeless for three consecutive months as measured by their QBNL.

Confirmation Requirements:

To be confirmed as achieving functional zero chronic, a community must demonstrate:

- At least six months of perfectly balanced C-QBNL data
- Three consecutive months of chronic homelessness accounting for 3 or less people as measured by the community's C-QBNL. For larger communities, three consecutive months of chronic homelessness accounting for less than 0.1% of their actively homeless as measured by their QBNL.
- A complete Functional Zero Chronic Case Study
- A complete Functional Zero Chronic Assessment Checklist

The data infrastructure to demonstrate some of these requirements is available in each communities Change Package.

These requirements are confirmed by BFZ-C staff.

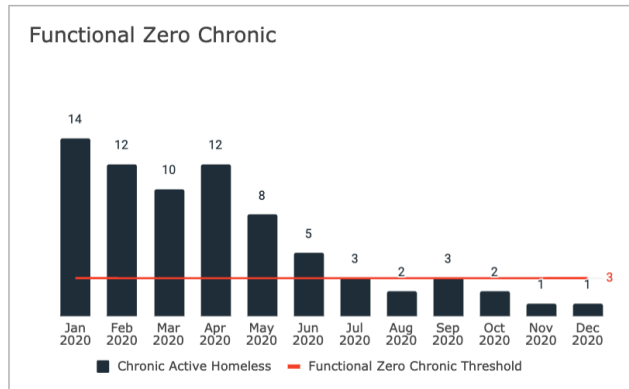
Sustaining Requirements:

If a BFZ-C participating community is confirmed to have achieved Functional Zero Chronic, they will not lose this status. Note that 'Functional Zero Chronic (Sustained)' is an additional Community Progress Indicator (described below).

Visualizations:

If a BFZ-C participating community is confirmed to have achieved Functional Zero Chronic, their status will be displayed publicly under '[Community Progress](#)' and in their public dashboard on the BFZ-C website.

Participating communities can also monitor their progress toward functional zero chronic under 'QBNL Data Dashboard' in their Performance Management Tracker. This visualization is added for communities when they have 10 - 20 active homeless on their C-QBNL.



The Functional Zero Chronic Homelessness graph begins with the baseline month and is followed by the most recent 12 months of data submitted. A community must demonstrate three consecutive months at or below the chronic functional zero threshold to be recognized for achieving Functional Zero Chronic Homelessness.

Functional Zero Chronic (Sustained)

Definition:

Once a community has achieved Functional Zero Chronic, C-QBNL data continues to be utilized to monitor whether Functional Zero Chronic is being sustained.

Confirmation Requirements:

To be confirmed as sustaining functional zero chronic, a community must demonstrate:

- Achievement of Functional Zero Chronic
- Three consecutive months of chronic homelessness below the functional zero chronic threshold (*after* Functional Zero Chronic was achieved)

The data infrastructure to demonstrate these requirements is available in each communities Change Package.

These requirements are confirmed by BFZ-C staff.

Sustaining Requirements:

Once a community is confirmed by BFZ-C for FZ-C (sustained), the community will sustain the status as long as they remain below their functional zero chronic threshold. If a community achieves FZ-C (sustained) and then rises above their functional zero chronic threshold, but then gets back below with 6 months, they are considered to be sustaining. They do not require three consecutive months below their functional zero chronic threshold. If it takes more than 6 months for a community to get back below their functional zero chronic threshold (after the initial achievement), they must demonstrate three consecutive months before they are once again recognized for FZ-C (sustained).

Visualizations:

If a BFZ-C participating community is confirmed to have sustained Functional Zero Chronic, their status will be displayed publicly under '[Community Progress](#)' and in their public dashboard on the BFZ-C website.

Participating communities can also monitor their progress sustaining functional zero chronic under 'QBNL Data Dashboard' in their Performance Management Tracker.