



# Built for Zero Canada Quarterly Update

March 6, 2020

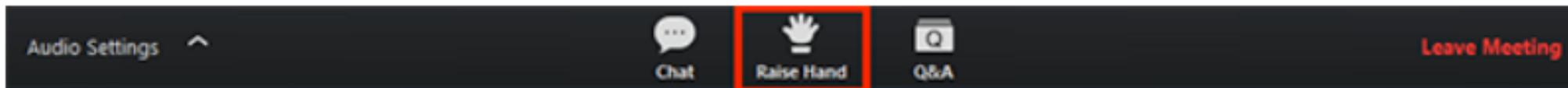
# Today's Presenters



Marie Morrison  
Director, BFZ-C

# Webinar Instructions

1. Today's webinar is being recorded:
  - Recording will be sent out later today to all those registered
  - Will be included in next week's BFZ-C Updater Newsletter
  - Will also be posted at <https://bfzcanada.ca/> under "Campaign Resources" under "Webinars" under "Archived Webinars"
2. Everyone is muted
3. Ask questions throughout
  - Type in question box





Built for Zero Canada is an ambitious national change effort helping a core group of leading communities **end chronic and veteran homelessness** – a first step on the path to eliminating all homelessness in Canada.

# Ending Homelessness in Canada



## The Canadian Alliance to End Homelessness

The CAEH leads a national movement of individuals, organizations and communities working together to end homelessness in Canada.

[caeh.ca](http://caeh.ca)



## National Conference on Ending Homelessness

Join us in Toronto November 18-20 for the 2020 National Conference on Ending Homelessness.

[conference.caeh.ca](http://conference.caeh.ca)



## Built for Zero Canada

An ambitious national change effort helping a core group of leading communities end chronic homelessness and veteran homelessness - a first step on the path to eliminating all homelessness in Canada.

[bfzcanada.ca](http://bfzcanada.ca)



## Training & Technical Assistance

Helping communities and organizations end homelessness with expert training and technical assistance.

[training.caeh.ca](http://training.caeh.ca)



## Allied Networks

The CAEH supports several allied networks working toward our shared mission of ending homelessness.

[caeh.ca](http://caeh.ca)

*BFZ-C is funded in part  
by Veteran Affairs  
Canada  
and  
Employment Social  
Development Canada*



ANNOUNCED IN BUDGET 2017

**SUPPORTING THE  
WELL-BEING OF  
BOTH VETERANS AND  
THEIR FAMILIES**

PROGRAMS AND FUNDS

VETERAN AND FAMILY WELL-BEING FUND

VETERAN FAMILY PROGRAM EXPANSION

CENTRE OF EXCELLENCE

CAREGIVER RECOGNITION BENEFIT



> [Veterans.gc.ca](http://Veterans.gc.ca)

Canada

**REACHING  
HOME**

CANADA'S HOMELESSNESS STRATEGY

**VERS UN  
CHEZ-SOI**

STRATÉGIE CANADIENNE DE LUTTE CONTRE L'ITTINÉANCE



Canada  
Employment and Social Development Canada  
Emploi et Développement social Canada

Canada



# Agenda

## 1. Activity Highlights November 2019 – February 2020

- Learning Sessions
- BFZ-C Sign-Up 2020-2022
- Veteran Community Cohort
- Definition Clarity Project
- New and Updated Resources
- Conferences and Allied Networks

## 2. Let's Get Excited! Community/Campaign Progress Nov 2019 – Feb 2020

## 3. Upcoming Sneak Peeks



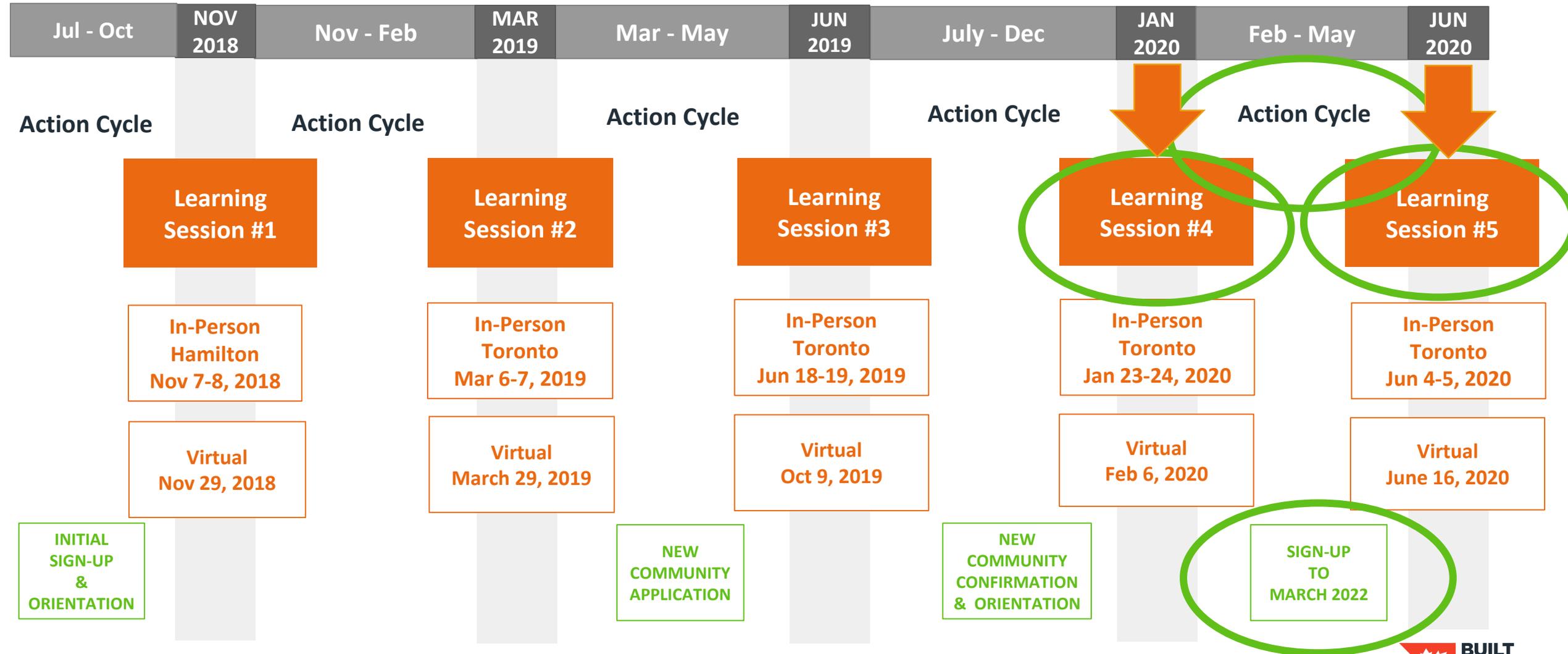
**SNEAK  
PEEK**

## 4. Questions

# BFZ-C Activity Highlights

## November 2019 – February 2020

# BFZ-C Timeline 2018 - 2020



# 2020 Learning Sessions



# January 2020 Learning Session



Vision  
20/20



# January 2020 Learning Session

- 166 participants including 148 individuals from 28 communities and 18 partners/funders/supporters
- All materials from the Learning Session can be found on the Change Package (password: shifthappens2020) under Learning Session on the [January 2020](#) page including:
  - Agenda
  - Presentations
  - Contact List of Attendees
  - Community Vision Boards
  - Rock & Roll Bingo Card Generator and Music Playlist
  - Pictures
- January 2020 [Learning Session Evaluation Report](#) now available on the Change Package – January 2020
  - Includes feedback from the live and follow-up surveys
  - This information along with continued conversations with communities, the CAEH Team and partners shapes the agenda for the next Learning Session

# June 2020 Learning Session

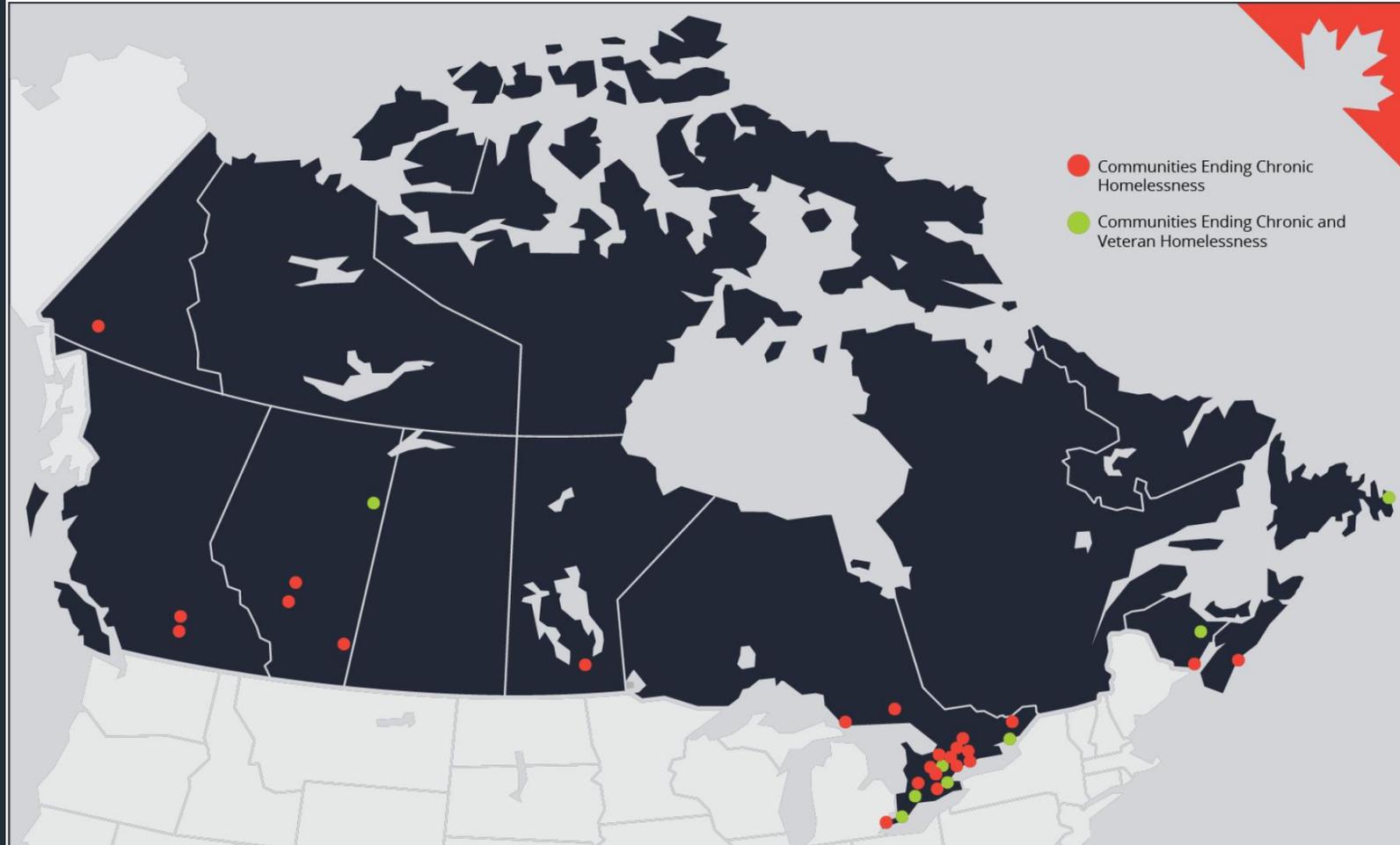


Same Location as January - Hilton Toronto Airport Hotel & Suites

# June 2020 Learning Session

- Our next Learning Session is taking place **June 4th and 5th** at the Hilton Toronto Airport Hotel & Suites.
- **Register now!** Deadline for registration and hotel is **May 15, 2020**
- All registration and preparation materials can be found on the Change Package under Learning Session – **June 2020**
- Once you register, you will automatically be added to the Learning Session Orientation Webinar – Wednesday, May 20th from 1:00-2:00 pm EST

# BFZ-C Sign-Up for Next Session (July 2020 – March 2022)



# Existing Community Sign-Up

- Existing communities have first chance to sign-up
- How? Simply complete the [Sign-Up Form](#) – due Friday, March 27th
- Options:
  - In-Person - Chronic Only or Chronic and Veteran
  - Virtual (only available for current Virtual communities) – Chronic Only or Chronic and Veteran
- Agreements and Invoices will be sent out as communities sign-up and are due May 29, 2020

# New Community Application Process

- New communities will be invited to apply over May – June 2020 for any available spaces
- Application process will be similar to [last year's process](#)
- New communities will be selected in July and will be on-boarded over the summer and fall with first Learning Session January 2021

# Veteran Community Cohort Launch



Official Launch at Learning Session – January 23, 2020

[Official Launch Blog](#)

# New Staff



- Amanda DiFalco joined the Built for Zero Team as an Improvement Advisor in Jan 2020
- Serving as the team's strategic lead on ending veteran homelessness
- Developing relationship with veteran partners, resources and strategy
- Coaching the eight initial Veteran Community Cohort communities

# Early Adopter Communities

- Chatham-Kent
- Fort McMurray
- Hamilton
- Kingston
- London
- Moncton
- Peel Region
- St. John's

# Why Focus on Ending Veteran Homelessness?

- We have a duty of care to our veterans.
- "Shrink the Change": a well-defined population where rapid success is possible.
- Reinforce and support efforts of veteran organizations, support local partnerships and coordination.
- Achieves progress on ending all homelessness:
  - Proof points
  - Local infrastructure for ending all homelessness
  - Federal leadership

# Working with Veteran Services and Supports



Veterans Affairs  
Canada



Défense nationale  
National Defence



# RESPECT



# BFZ-C Veteran Resources and Supports

- Veteran Resources on [BFZ-C Website](#) page
- Veteran Functional Zero [video](#)
- Pre-recorded webinars on ending veteran homelessness (coming in March)
- Community of Practice Calls (Mar-May)
- Creating and currently testing a HIFIS BFZ-C veteran report
- Veteran BNL Scorecard, Monthly Data Submission Form and veteran data visualizations in Performance Management Tracker
- Veteran Survey (conducted with Veteran Community Cohort to help tailor resources and supports)

# Veteran CoP Call

## BACK IN STEP:

POLICE AND FIRST RESPONDERS HELPING HOMELESS VETERANS



Sgt. John Langford has dedicated his life to serving his country and his community. He began working with veterans experiencing homelessness in 2008 as a member of the Calgary Police Service Bike Unit.

Sgt. Langford served seven years in the Canadian Military including two UN Tours. He has been with Calgary's police services for 22 years and spent one year in Afghanistan as a police officer, part of the International Peace Operations Program. Currently Sgt. Langford is teaching recruits at the Chief Crowfoot Learning Centre in Calgary.

Join Us!

March 26<sup>th</sup>  
2:00-3:00 pm EST

[REGISTER HERE](#)

Join Sgt. John Langford will be sharing valuable insight on his work with police services, identifying individuals experiencing homelessness who may have served in the Canadian Armed Forces. Learn how Sgt. Langford works to connect homeless veterans with local Veterans Affairs Canada services and supports.

# What We Heard: Veteran Survey

## BFZ-C Website

- **86%** found the BFZ-C Veteran Webpage useful
- Veteran Homeless Definition and the tools/resources were favorites

## Top Picks for Veteran Community of Practice Call Topics

- Presentation from Veteran Affairs Canada
- Veterans 101
- Canadian Research Study on Veteran Homelessness

# We Listened

## Upcoming Veteran Community of Practice (CoP) calls

- Veteran Affairs Canada on April 30<sup>th</sup>
- See all in Change Package – [Coaching Sign-up](#) with recordings afterwards available on the Action Cycle page [Winter/Spring 2020](#)

## Pre-Recorded Webinars (Coming in March 2020)

- Veterans 101
- Canadian Research on Veteran Homelessness

# Homelessness Definition Clarity Project & Report



Report now available on the Change Package  
under Action Cycle Summer/Fall 2019

# Goals

The original five goals of the project were set with the intention of improving and supporting BFZ-C communities' definitions and measurement systems:

- 1) Determine how BFZ-C communities are currently defining core definitions as they related to a BNL and CA system;
- 2) Determine how BFZ-C communities are currently measuring chronicity;
- 3) For BFZ-C Reaching Home communities, identify if they have plans to align with the new federal definition for chronic homelessness;
- 4) Identify ways to support communities with definitions and measurement methods; and
- 5) Develop a method to store and update this information in a location accessible to the CAEH team.

# The interviews

- Interviews were conducted during the summer of 2019.
- All communities were asked the same set of questions: seven sections, 35 questions not including subsections.
- Participants:
  - Eight CAEH team members\*
  - Four representatives from Reaching Home\*
  - 20 BFZ-C communities
    - 18 participated over the phone, one in person, and one submitted a written response.
  - *\*responses from these participants are not included in the report because their feedback and insight helped shape the final set of interview questions presented to communities.*

# BFZ-C communities

Brantford	Chatham-Kent	Dufferin County	Edmonton	Fort McMurray
Guelph-Wellington	Hamilton	Medicine Hat	Moncton	Peel Region
Peterborough	Red Deer	Saint John	Sault Ste. Marie	Stratford-Perth-St. Marys
Sudbury	Toronto	Waterloo Region	Whitehorse	Windsor-Essex

# Results

The results of the project are organized into seven sections:



Community  
context



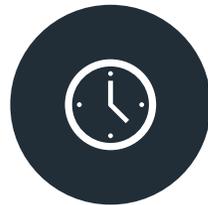
General definitions



Definition  
application



Indigenous  
homelessness



Chronic  
homelessness



Reaching Home's new  
chronic homelessness  
definition



Future projects

# Recommendations

To move forward, support communities, and clarify definitions, the report outlines five recommendations and next steps for CAEH:



Prescribed definitions  
and measurements



CAEH definition and  
measurement glossary



BFZ-C storage of  
community definitions  
and measurements



Indigenous data and  
data sovereignty



Areas for future  
consideration

# New & Updated Resources Over the Last Quarter



# BFZ-C Updated Resources Over Last Quarter

## • Updated Monthly Data Submission Forms

- Everyone can now submit veteran data and report when improvements have been introduced
- There are now two data submission form tracks (in one form):
  1. Pre-quality By-Name List - focus just on the six key data points for chronic
  2. Post-quality By-Name List - have the option to submit additional information:
    - Inflow breakdown – “new” and “aging-in” to chronic
    - Chronic sub-population data
      - Unaccompanied Youth
      - Families
      - Indigenous Peoples

## • Updated Performance Management Tracker

- Pre-quality By-Name List – two tabs – Monthly Data and Scorecard Overview
- For everyone – Scorecard Overview – BNL and CA scorecards summaries now in one tab
- Filter data by any populations submitted
- Post-quality By-Name List – additional tabs unlocked:
  - Active homelessness Dashboards - 10% and 50% now on one tab along with monthly Inflow/Outflow chart
  - Run Charts - all data points in one tab – along with improvement timeline and history
  - Projections for functional zero – tailored to your community

# Updated Community Progress Page

[Community Progress](#) website page (now separate chronic and veteran progress tables)

## CHRONIC DASHBOARDS BY PROVINCE

Alberta	⌵
British Columbia	⌵
Manitoba	⌵
New Brunswick	⌵
Newfoundland and Labrador	⌵
Nova Scotia	⌵
Ontario	⌵
Yukon Territory	⌵

## VETERAN DASHBOARDS BY PROVINCE

Alberta	⌵
New Brunswick	⌵
Newfoundland and Labrador	⌵
Ontario	⌵

# Community Progress in Built for Zero Canada



Getting to Zero

**Track Our Progress**

Resources

Get Involved

About

FRANÇAIS



veteran homelessness – the table for chronic is fo

Community Map

n. Further information on the progress tables is included below.

**Community Progress**

## CHRONIC DASHBOARDS BY PR

Campaign Progress

### Alberta

COMMUNITY	CHRONIC DATA DASHBOARD	CHRONIC MOVE-INS	QUALITY BY-NAME LIST – CHRONIC	REACHING HOME MINIMUM COORDINATED ACCESS	CAEH BASIC QUALITY COORDINATED ACCESS	REDUCED CHRONIC BY 10%	REDUCED CHRONIC BY 50%	HOME STRETCH CHRONIC	REACHED FUNCTIONAL ZERO CHRONIC	SUSTAINING FUNCTIONAL ZERO CHRONIC
Edmonton	<a href="#">Link</a>	4431	Yes	In Progress	In Progress					
Fort McMurray	n/a	95	In Progress	In Progress	In Progress					
Medicine Hat	<a href="#">Link</a>	111	Yes	In Progress	In Progress			Yes		
Red Deer	<a href="#">Link</a>	314	Yes	Yes	In Progress					

# BFZ-C Updated Resources Over Last Quarter – Cont.

## Updated Public Dashboards (under [Community Progress](#)):

- Sample – [Guelph-Wellington](#)
- For all communities with a quality By-Name List
- Total active chronic homelessness chart only (removed move-in chart)
- Instead of median now shows 10% reduction and 50% reduction milestones
- Reorganized and data story now bulleted – aim was cleaner look and easier to read



### Community Progress Indicators: [Guelph-Wellington](#)

Hold ctrl and +/- to fit the dashboard to your screen

[Click here to learn more about BFZ-C's Community Progress Indicators](#)

SUMMARY	
Date joined campaign:	December 2015
Cohort(s):	Reduce
Quality By-Name List:	April 2018
Quality Coordinated Access:	In progress
Community Contact:	<b>Lori Richer</b> 519-837-2670 ext. 3150 lorir@wellington.ca

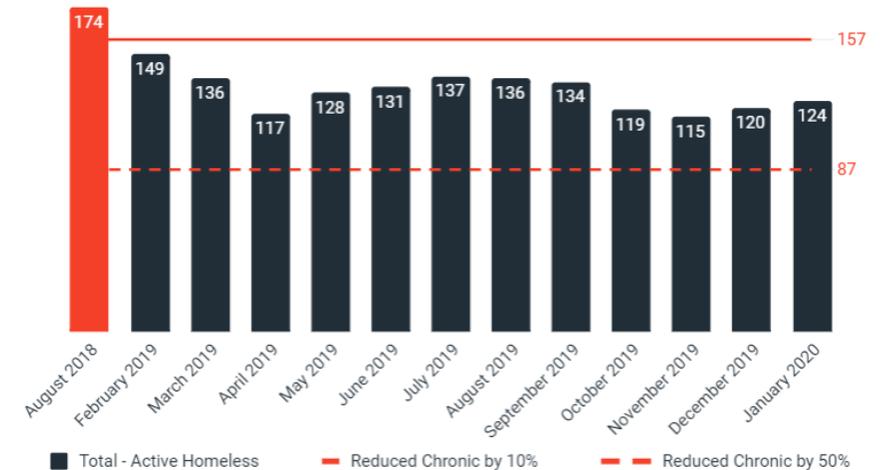
OUR DATA STORY	
October 2017	Began submitting monthly chronic active homeless data to BFZ-C
April 2018	Achieved a Quality By-Name List and set initial baseline
August 2018	Reset baseline after increase in data due to Point-in-Time Count/Registry Week
April 2019	Reduced by 10% below chronic baseline* (currently sustaining)
February 2019 - July 2019	Achieved a shift** in chronic active homeless data as a result of improvements made to data quality

\* A community must sustain a baseline reduction for three consecutive months before it is confirmed by BFZ-C.

[Read more about baseline reductions HERE.](#)

### CHRONIC ACTIVE HOMELESS & BASELINE REDUCTIONS

The chart begins with the baseline month (August 2018) and displays the most recent 12 months of Quality By-Name List data.



# New Resources Over the Last Quarter

## BFZ-C 2018-19 Evaluation Report

- Covering Nov 2018 – June 2019
- Variety of data collection methods including survey over summer 2019
- Looking at existing supports and how to improve
- 12 key recommendations for improvements – many of which have already begun to be implemented
- [Report](#) distributed early Jan 2020 and available on the Change Package under Action Cycle Summer/Fall 2019



## 2018-19 EVALUATION

DECEMBER 2019  
PREPARED BY RANDALIN ELLERY



# New Resources Over The Last Quarter – Cont.

- **Functional Zero Q&A**
  - Ending veteran homelessness information added and document reorganized
- **French BFZ-C website**
  - Updated and aligned with English site
  - Process in place to keep updated moving forward (may be slight delay in posting item while wait for translation)
  - BFZ-C resources translated and links to translated 3<sup>rd</sup> party resources (where available)
- **Policy Templates**
  - **By-Name List page** - under BNL Scorecard and Tools:
    - **Inactivity Policy – Key Considerations and Examples** – see also **Inactivity Policy Template** (for BNL Scorecard 2.0 Question #4)
    - **Timely and Accurate Updates Policy Template** (for BNL Scorecard 2.0 Question #6)
- **Sample community documents – more added:**
  - **By-Name List** page – Privacy, Consent and Data Sharing
  - **Coordinated Access** page – Tools and Community Examples

# New Blogs

- [Eight Built for Zero Canada communities begin work on ending veteran homelessness](#) (November 18)
- [The importance of urgency in ending homelessness](#) (January 16)
- [Video: Functional zero veteran homelessness](#) (January 23)
- [Bright Spot: 32 communities are showing it's possible to end homelessness in Canada](#) (January 30)
- [Bright Spot: Dufferin County has reduced its chronic homeless population by 26%](#) (February 26)

# BNL/CA TTA Webinars

## Coordinated Access Foundational Series Completed:

- BNL/CA 101 – [Recording](#) & [PDF](#)
- Governance – [Recording](#) & [PDF](#)
- Access – [Recording](#) & [PDF](#)
- Assessment – [Recording](#) & [PDF](#)
- Prioritization – [Recording](#) & [PDF](#)
- Matching and Referral – [Recording](#) & [PDF](#)

Find on the [CAEH Training and Technical Assistance](#) website under [Webinar Archive](#)

# 2019 Conference



- Record 1,500 people attended
- Record 150+ PWLE attendance
- Over 300 presenters in 86 sessions
- BFZ-C community presentations and presence – THANK YOU!
- CAEH19 materials available:
  - [Keynote Speeches](#)
  - [Conference Presentations](#)

# 2020 Conference



[Conference Website](#)

[Call for Presentations](#) – Due April 3, 2020

# Allied Networks



**Michelle Bilek**  
*National Field Organizer*

- Canadian Lived Experience Advisory Council
- Canadian Network for the Health and Housing of the Homeless (CNH3)
- Canadian Shelter Transformation Network (CSTN)
- National Women's Housing and Homelessness Network
- National Alliance to End Rural and Remote Homelessness
- National Right to Housing Network
- Ontario Alliance to End Homelessness

Link to all from the [CAEH Allied Networks website page](#)



**Community**

**&**

**Campaign Progress**

**November 2019 – February 2020**

# Campaign Cohorts & Milestones

## By-Name List

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

11/11  
BNL SCORECARD

+

RELIABLE BNL DATA

+

BASELINE

## Reduce to Zero

*Drive monthly reductions in your active homeless*

COORDINATED  
ACCESS & SYSTEM  
IMPROVEMENTS

|

MONTHLY  
REDUCTIONS

|

HOME STRETCH

## Zero for All

*Sustain your gains while expanding to new populations*

CONFIRM ZERO

+

SUSTAIN ZERO

+

EXPAND TO NEW  
POPULATIONS

LEADERSHIP, LOCAL TEAM, BUILDING THE WILL, DEVELOPING COMPLEX PROBLEM-SOLVING SKILLS

# BFZ-C Progress on the Website Home Page



FRANÇAIS

DONATE

CHANGE PACKAGE

[Getting to Zero](#) [Track Our Progress](#) [Resources](#) [Get Involved](#) [About](#)

## BUILT FOR ZERO CANADA

BEGINNING THE END OF HOMELESSNESS IN CANADA

15

QUALITY CHRONIC REAL-TIME DATA

### ENDING CHRONIC HOMELESSNESS - COMMUNITIES WHO HAVE:

3

REDUCED CHRONIC HOMELESSNESS

0

REACHED FUNCTIONAL ZERO CHRONIC

0

SUSTAINED FUNCTIONAL ZERO CHRONIC

### ENDING VETERAN HOMELESSNESS - COMMUNITIES WHO HAVE:

0

QUALITY VETERAN REAL-TIME DATA

0

REDUCED VETERAN HOMELESSNESS

0

REACHED FUNCTIONAL ZERO VETERAN

0

SUSTAINED FUNCTIONAL ZERO VETERAN



# By-Name List

## By-Name List

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

11/11  
BNL SCORECARD

+

RELIABLE BNL DATA

+

BASELINE

# Process to Confirm a Quality By-Name List



- Communities work to submit complete chronic By-Name List data (inflow, outflow and active homelessness)
- Once a community self-assesses with 11/11 on their By-Name List Scorecard, they review their Scorecard and Provider Participation Tool with their IA for confirmation
- Once Scorecard and Provider Participation Tool confirmed, communities submit three months of reliable data (balanced within 15% margin of error)
- They then set a baseline month from which to begin to measure reductions
- Celebration! Once achieved don't lose status – continue work to sustain and improve

# 15 Communities Have Achieved a QBNL

## Basic Quality QBNL 2.0

- Chatham-Kent
- Dufferin County
- Guelph-Wellington
- Kawartha-Haliburton
- Medicine Hat
- Waterloo Region
- Windsor-Essex
- London
- Moncton
- Peterborough
- Red Deer
- Stratford-Perth-St. Marys

## QBNL 1.0 & Working to Align with BNL 2.0

- Edmonton
- Hamilton
- Ottawa



# Chronic By-Name List Scorecard Quarterly Baseline – Feb 2020

## **Reported Basic 11/11 – Awaiting Confirmation and/or Data and/or Baseline**

- Fort McMurray, Halifax, Sault Ste. Marie

## **Getting Close: Scoring 8-10 on BNL Scorecard**

- Kelowna, Kingston, Niagara Region, Peel Region, Penticton, Saint John (NB), Simcoe County, Toronto, Whitehorse, York Region

## **On Their Way: Scoring 5-7 on BNL Scorecard**

- Durham Region

## **Getting Started: Scoring 0-4 on BNL Scorecard**

- St. John's (NL), Sudbury, Winnipeg

# Let's Get Excited! Progress Since These Oct 2019 Baselines

## **Identified Basic 11/11 – Awaiting Confirmation/Data/Baseline**

- Moncton, Peterborough, Red Deer, Stratford-Perth-St. Marys

## **Getting Close: Scoring 8-10 on BNL Scorecard 2.0**

- Fort McMurray, Kelowna, Kingston, London, Penticton, Saint John (NB), Sault Ste. Marie, Toronto, Whitehorse

## **On Their Way: Scoring 5-7 on BNL Scorecard 2.0**

- Halifax, York Region

## **Getting Started: Scoring 0-4 on BNL Scorecard 2.0**

- Durham Region, Niagara Region, Simcoe County, St. John's (NL), Sudbury, Winnipeg

# Veteran By-Name List Scorecard Quarterly Baseline – Feb 2020

## **Identified Basic 11/11 – Awaiting Confirmation and/or Data and/or Baseline**

- Fort McMurray

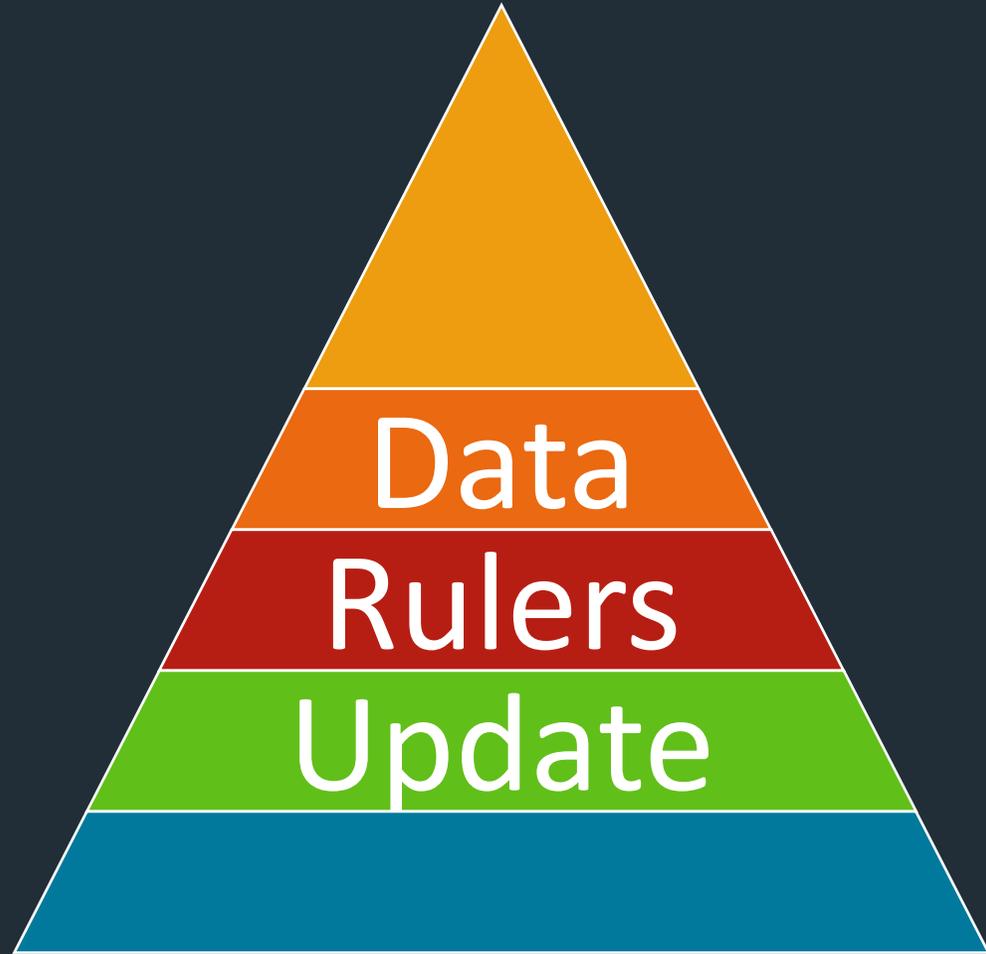
## **Getting Close: Scoring 8-10 on BNL Scorecard 2.0**

## **On Their Way: Scoring 5-7 on BNL Scorecard 2.0**

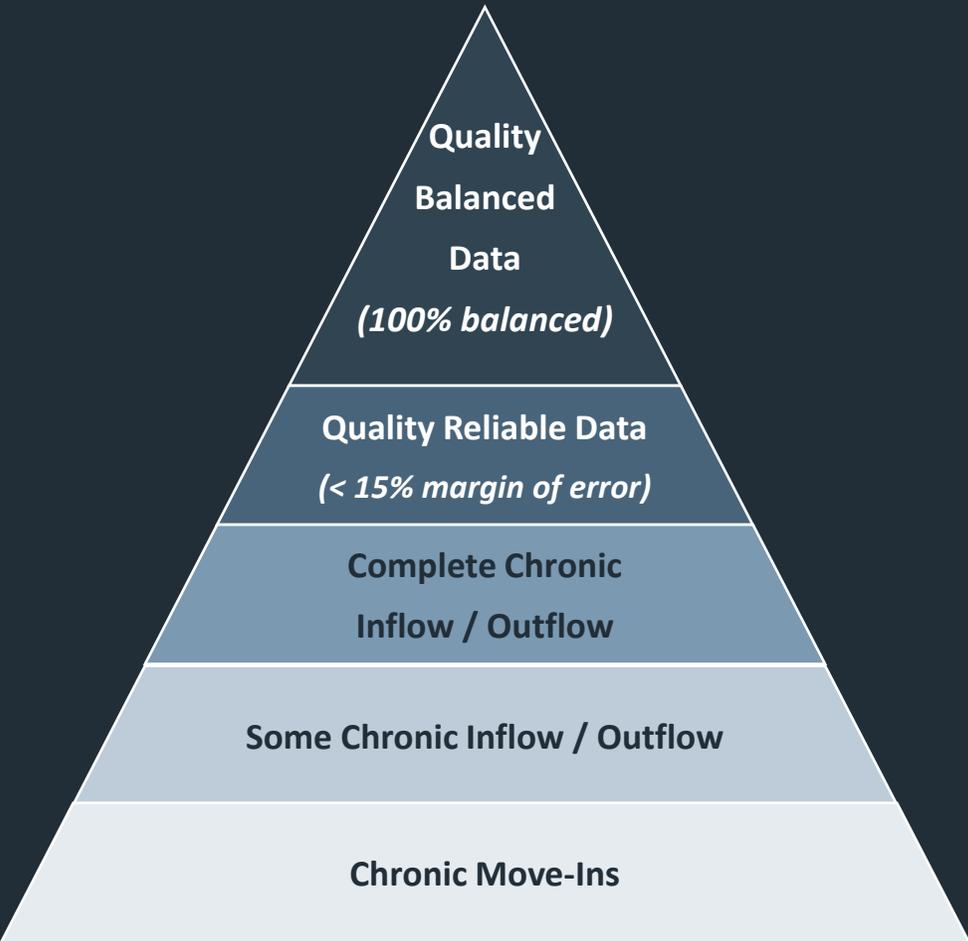
- Chatham-Kent, Kingston, Moncton, Niagara Region, Peel Region

## **Getting Started: Scoring 0-4 on BNL Scorecard 2.0**

- London, St. John's

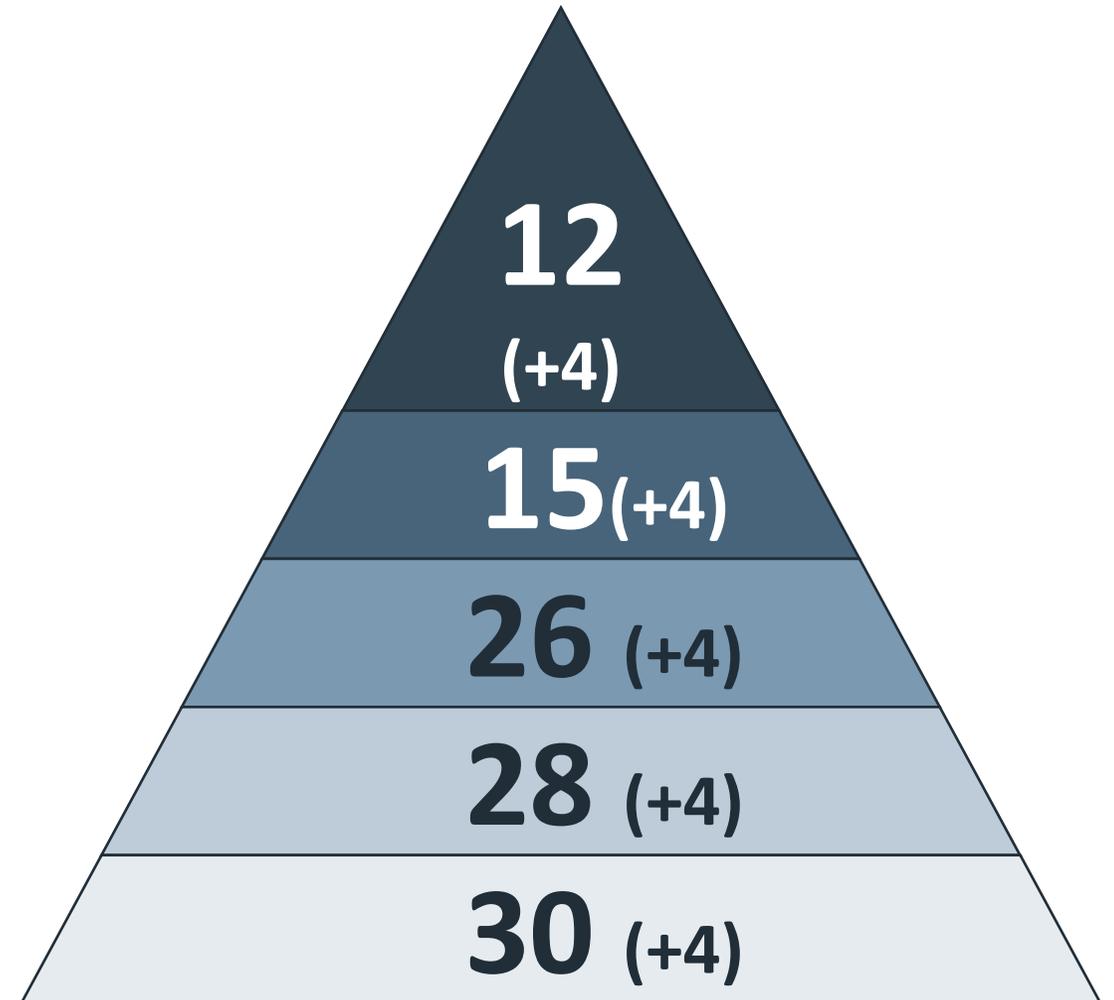
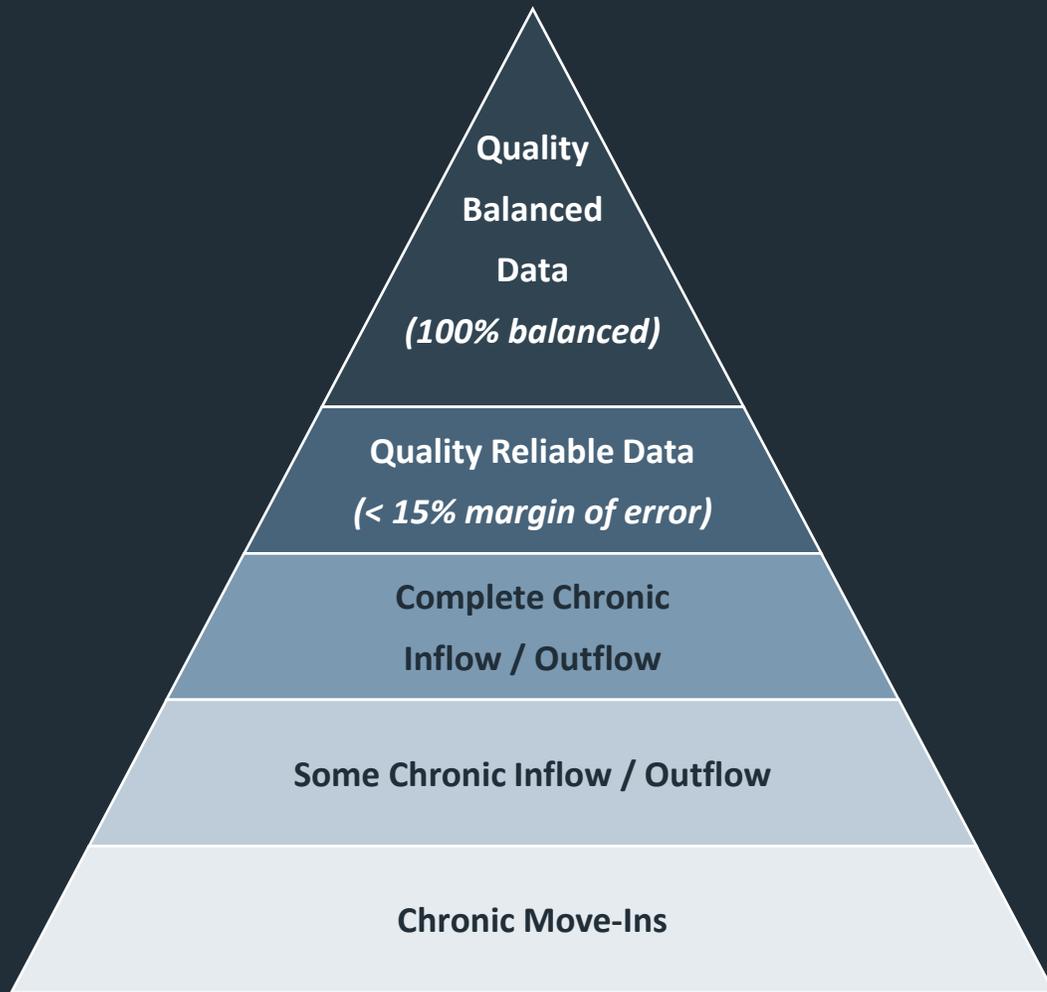


# Data Rulers & Quarterly Progress



Community Name	Chronic Move-Ins	Some Chronic Inflow/Outflow	Complete Chronic	Quality Reliable Data < 15% margin of error	Quality Balanced Data 100% balanced
Chatham-Kent					
Dufferin County					
Durham Region	NEW				
Edmonton					
Fort McMurray					
Guelph-Wellington					
Halifax					
Hamilton					
Kawartha/Haliburton					
Kelowna	NEW	NEW			
Kingston					
London		NEW	NEW	NEW	
Medicine Hat					
Moncton				NEW	NEW
Niagara Region	NEW	NEW	NEW		
Ottawa					
Peel Region					
Penticton					
Peterborough			NEW	NEW	NEW
Red Deer				NEW	NEW
Saint John					
Sault Ste. Marie					
Simcoe County					
St. John's					
Stratford-Perth-St.Marys				NEW	NEW
Sudbury					
Toronto					
Waterloo Region					
Whitehorse					
Windsor-Essex					
Winnipeg					
York Region	NEW	NEW	NEW		

# Totals & Progress Over Last Quarter



# HIFIS 4 Implementation Continuum (last updated January 28, 2020)

## Planning

1. Bathurst
2. Brantford – ACRE Master Class
3. Cape Breton
4. Charlottetown/Summerside
5. Nelson
6. Prince Albert
7. Saskatoon
8. St. John's - Completed PIA
9. Stratford – ACRE Master Class
10. Sudbury – ACRE Master Class
11. Thunder Bay
12. Victoria
13. Whitehorse
14. Windsor-Essex (2020 – waiting on legal)

## Staged Implementation Begun

15. Dufferin (Nov 2018 internal only – will then phase in shelter then CHPI) - ACRE Master Class
16. Fredericton (March 2019)
17. Ottawa\* (March 2019 - shelters)
18. Winnipeg (Nov 2016 - shelters database and Doorways database) - EHW hosting and bringing together to one database and adding other services over 2020

## Implemented System-Wide

21. BC (2018)
22. Brandon (2016) (15 orgs using)
23. Chatham-Kent\* (since April 2017)
24. Durham Region (October 2018 core funded – rest on by Nov 1 then non-funded programs)
25. Guelph-Wellington (July 2018 Shelters, Transitional Homes Jan 2019, DOOR/CHPI April 2019)
26. Halifax (shelters March 2018, supportive housing Aug 2018, rapid-rehousing Oct 2018)
27. Hamilton\* (October 2019 - shelters, HF and Hotel (Feb 2020) - phase 1)
28. Kingston (since 2013 – except RH funded agencies)
29. London\* (since 2017 – have 14/17 programs)
30. Moncton (March 2019)
31. Niagara\* (2016 soft) (now 20/22 programs – few reports)
32. Peterborough\* (April 2017 3 shelters + seasonal in Nov) (2019 all others including view only with addictions) (working on BNL report)
33. Sault Ste. Marie\* (since July 2018) (cross referencing BNL)
34. Saint John (March 2019)
35. Simcoe County\* (Housing First June/19, shelters Oct/19)
36. Waterloo Region\* (since Jan 2019)
37. York Region\* (Jan 2019 live but backdated to Jan 2018)

## Not Planning or Offered Use of HIFIS 4

36. Calgary - Bauman
37. Edmonton – ETO\*
38. Fort McMurray – ETO
39. Grande Prairie – ETO
40. Halton Region - ?
41. Kawartha-Haliburton – Access
42. Lambton County - Excel
43. Lethbridge - ETO
44. Medicine Hat – ETO
45. Northumberland County - Excel
46. Peel Region – Salesforce (HTI) (staged)
47. Red Deer – ETO\*
48. Timmins - Excel
49. Toronto – SMIS (2009 shelters and adding Streets to Homes in 2020)

\* 11 using HIFIS/HMIS to support BNL (hold BNL or to inform/cross reference their Excel BNL)

BFZ-C Communities in Red &  
BFZ-C On-Deck Communities in Blue

# Reduce

## Reduce to Zero

*Drive monthly reductions  
in your active chronic  
homeless number*

COORDINATED  
ACCESS & SYSTEM  
IMPROVEMENTS

|

MONTHLY  
REDUCTIONS

|

HOME STRETCH

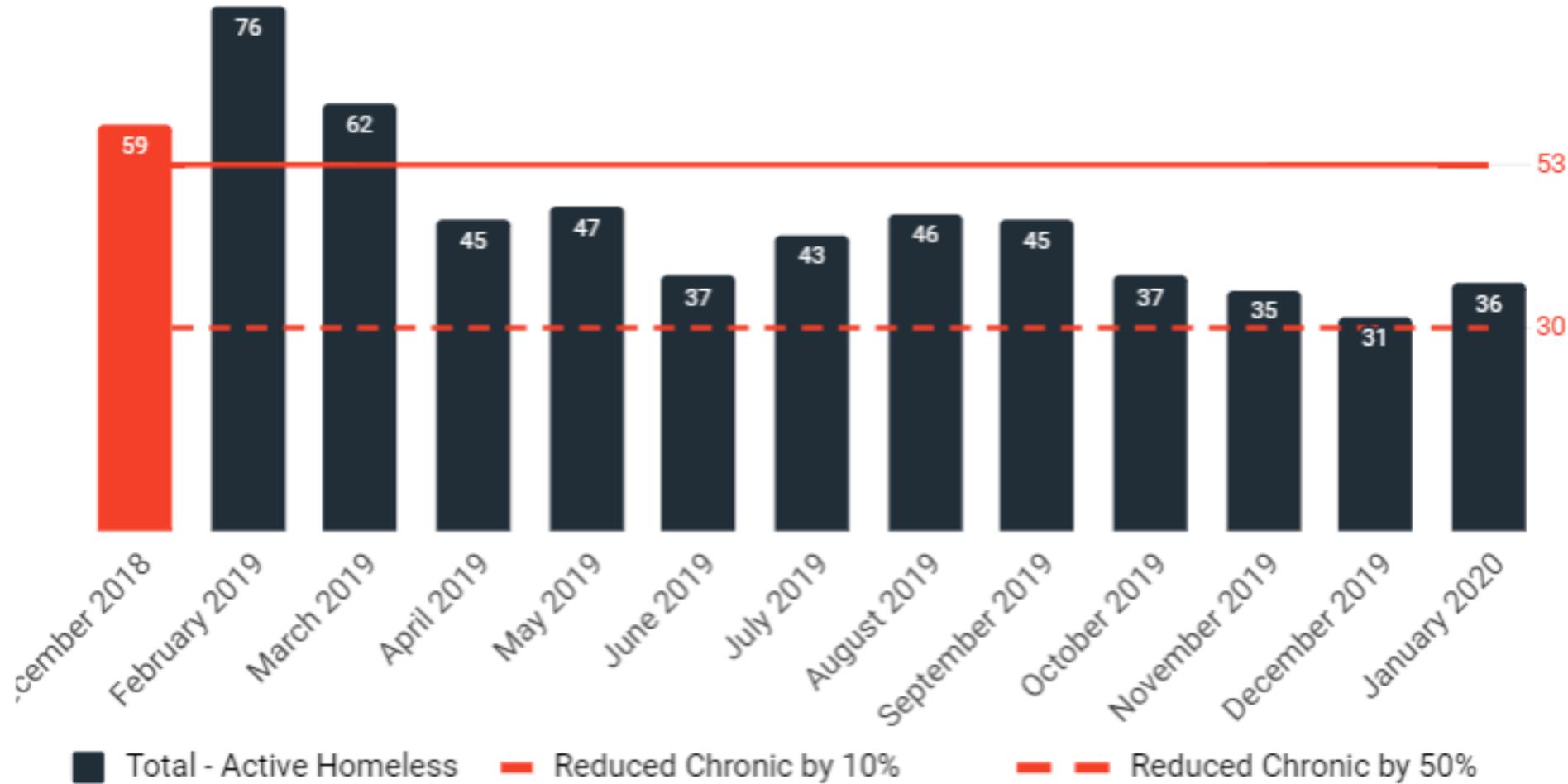
# Communities Who Have Achieved & Sustained Reduce Milestones

## 10% Below Baseline

- Chatham-Kent
- Guelph-Wellington
- **Dufferin County**

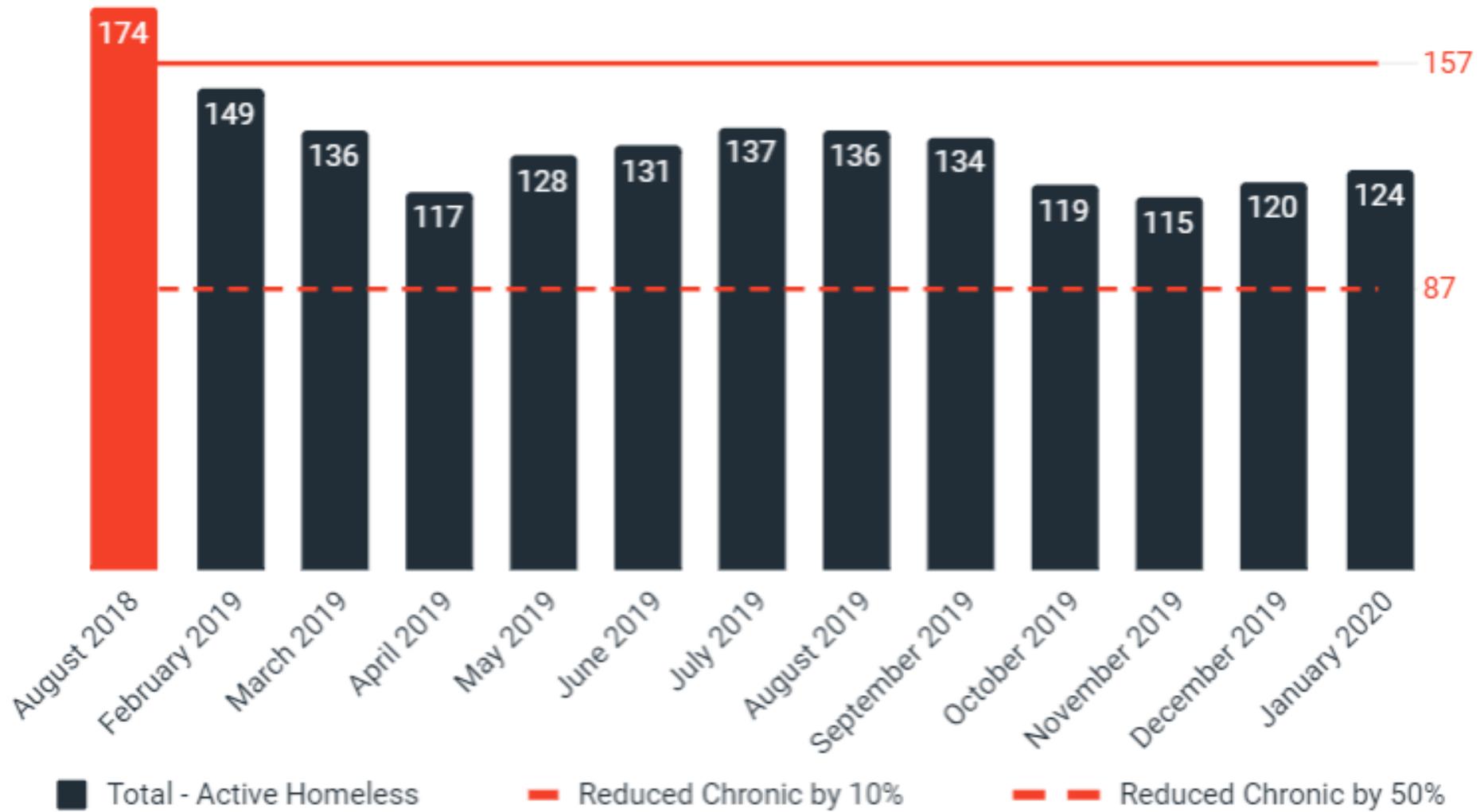


# Chatham-Kent



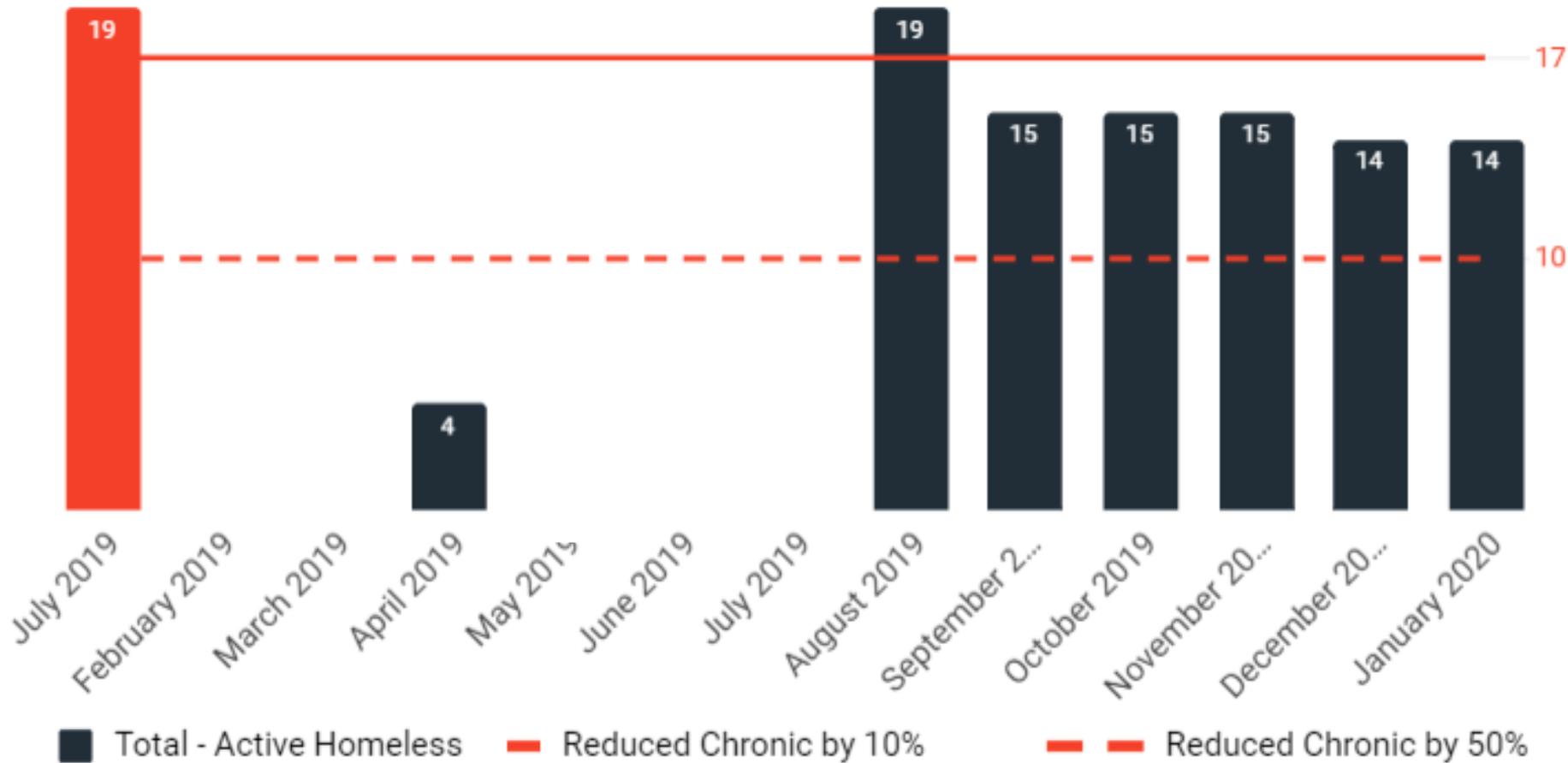
**A 39%  
Reduction in  
Chronic  
Homelessness!**

# Guelph-Wellington



**A 29%  
Reduction in  
Chronic  
Homelessness!**

# Dufferin County



**A 26%  
Reduction in  
Chronic  
Homelessness!**

# Coordinated Access Scorecard 2.0

## COORDINATED ACCESS (CA) SCORECARD: **Community Name**

[LINK TO CA SCORECARD 2.0 GUIDE](#)

**Note:** Each question heading in this scorecard is linked to the relevant section in Guide. Links to additional detail in Guide is provided below scorecard question heading.

**SCORING NOTE:** For each question, a community must respond positively to all Reaching Home (RH) questions AND Basic questions to receive a point toward Basic Quality. Likewise, a community must have a point toward Basic Quality in order to receive a point toward Advanced Quality.

REACHING HOME (RH) 0 / 10	BASIC QUALITY 0 / 20	ADVANCED QUALITY 0 / 22	DATE LAST UPDATED: 
------------------------------	-------------------------	----------------------------	------------------------

1. GOVERNANCE	CURRENT STATUS				
Additional details in Guide: <a href="#">RH Requirements</a> <a href="#">Basic</a> <a href="#">Advanced</a> <a href="#">Tips &amp; Resources</a>					
<p><b>1.1 Has your community identified a governance model and lead organization for implementation and ongoing management and operation of your CA? (RH, Basic)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Lead organization identified (RH, Basic)</li> <li><input type="checkbox"/> Governance model identified (RH, Basic)</li> <li><input type="checkbox"/> Governance model is documented (Basic)</li> <li><input type="checkbox"/> Governance model is operating (Basic)</li> <li><input type="checkbox"/> Governance model allows for timely decisions on CA matters (Basic)</li> </ul>	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="background-color: #90EE90;">RH:</td> <td>0</td> </tr> <tr> <td style="background-color: #008080;">Basic:</td> <td>0</td> </tr> </table>	RH:	0	Basic:	0
RH:	0				
Basic:	0				
<p><b>1.2 Has your community ensured that your CA policies are: (Advanced)</b> (Note: required RH policies are included in Q11, Q13, Q16 and Q19)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Written in plain language</li> <li><input type="checkbox"/> Publicly available</li> </ul>	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="background-color: #FF0000;">Advanced:</td> <td>0</td> </tr> </table>	Advanced:	0		
Advanced:	0				

# CA Scorecard 2.0 Confirmation Process

DATE REACHING HOME SCORE CONFIRMED BY IA (10/10 and notes)	DATE BASIC QUALITY SCORE CONFIRMED BY IA (20/20 and notes)	DATE PROVIDER PARTICIPATION TOOL CONFIRMED BY IA	DATE REACHING HOME COORDINATED ACCESS ACHIEVED	DATE BASIC QUALITY COORDINATED ACCESS ACHIEVED

- Once a community self-assesses with 10/10 or 20/20, they review their Scorecard and Provider Participation Tool with their IA
- CA policies are reviewed by their IA to ensure they include everything in the [Reaching Home Required Policies and Protocols Checklist](#)
- Date achieved is recorded in the communities Performance Management Tracker CA Scorecard tab
- Celebration!

# Reaching Home Coordinated Access

Chatham-Kent  
Dufferin County  
Guelph-Wellington  
Kawartha-Haliburton  
Moncton  
Red Deer  
St. John's, NL

Date Reaching Home scorecard confirmed by IA	Date Basic scorecard confirmed by IA	Date Provider Participation Tool confirmed by IA	Date Reaching Home Coordinated Access Achieved
January 2020		January 2020	January 2020

Date last updated: 2019-10-17

Person last updated:

#	Question	RH 10 /10
1	Governance	
3	Dedicated resources	n/a
4	Quality assurance	n/a
5	Coverage & access points	
6	After hours connection point	n/a
7	Community awareness	n/a
8	Prevention & diversion	n/a
9	Safety	n/a
10	BNL, CA & priority list	
11	Assessment	
12	Assessment training	n/a
13	Prioritization	
14	Housing resources identified	
15	Vacancy updates	n/a
16	Matching and referral	
17	Person's choice	
18	Agency accountability	
19	Privacy & security	
21	Case conferencing	n/a
22	Chronic homeless prevention	n/a

# Basic Quality Coordinated Access

Chatham-Kent  
Moncton

## COORDINATED ACCESS:

[LINK TO COORDINATED ACCESS SCORECARD](#)

Date Reaching Home scorecard confirmed by IA	Date Basic scorecard confirmed by IA	Date Provider Participation Tool confirmed by IA	Date Reaching Home Coordinated Access Achieved	Date Quality Coordinated Access Achieved
January 2020	January 2020	January 2020	January 2020	January 2020

Date last updated: 2020-01-07

Person last updated: Marie & Kim

#	Question	RH 10 /10	Basic Quality 20 /20
1	Governance		
3	Dedicated resources	n/a	
4	Quality assurance	n/a	
5	Coverage & access points		
6	After hours connection point	n/a	
7	Community awareness	n/a	
8	Prevention & diversion	n/a	
9	Safety	n/a	
10	BNL, CA & priority list		
11	Assessment		
12	Assessment training	n/a	
13	Prioritization		
14	Housing resources identified		
15	Vacancy updates	n/a	
16	Matching and referral		
17	Person's choice		
18	Agency accountability		
19	Privacy & security		
21	Case conferencing	n/a	
22	Chronic homeless prevention	n/a	

# Coordinated Access Scorecard 2.0 Quarterly Baseline

## Identified Reaching Home 10/10 – Awaiting Confirmation

- Kelowna, Fort McMurray, Ottawa

## Getting Close - Scoring 7-9/10 Reaching Home

- Edmonton, Halifax, Kingston, London, Saint John (NB), Sault Ste. Marie, Waterloo Region, Windsor-Essex

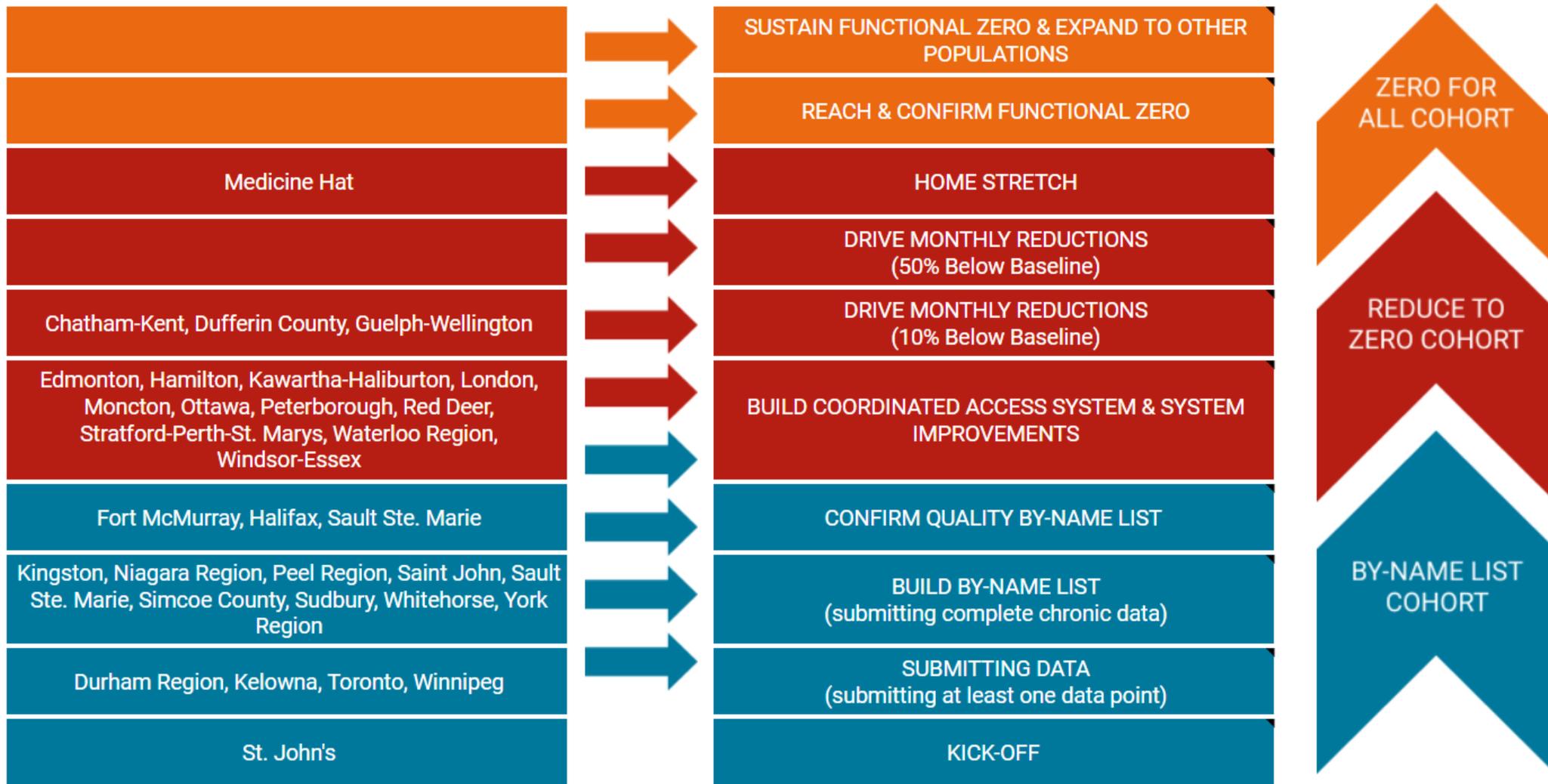
## On Their Way - Scoring 4-6/10 Reaching Home

- Hamilton, Penticton, Peterborough

## Getting Started – Scoring 0-3

- Durham Region, Niagara Region, Peel Region,, Simcoe County, Stratford-Perth-St. Marys, Sudbury, Toronto, Whitehorse, Winnipeg, York Region

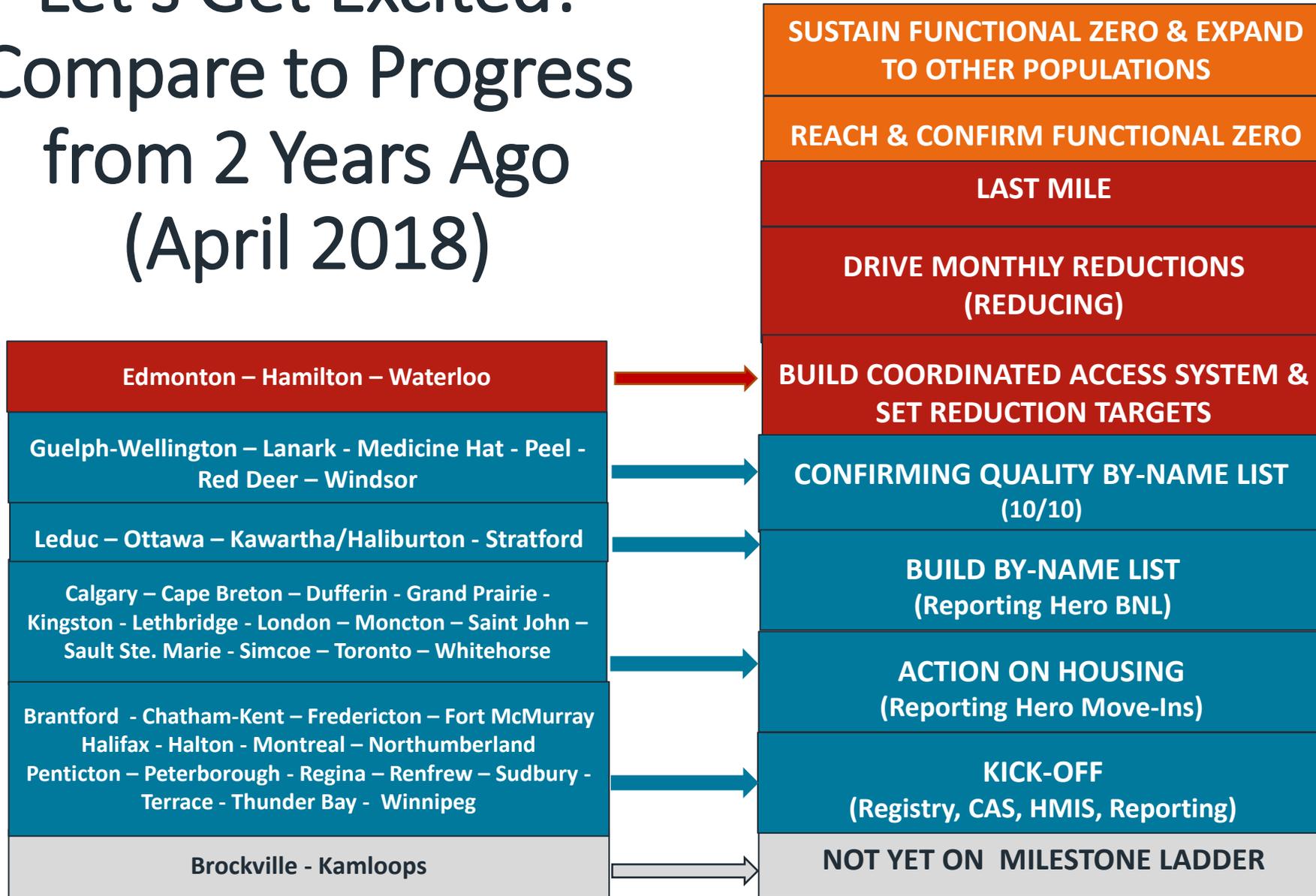
# Community Progress Summary on Milestones



RH COORDINATED ACCESS  
 BASIC COORDINATED ACCESS

Chatham-Kent, Dufferin County, Kawartha-Haliburton, Moncton, Red Deer, St. John's (NL)  
 Chatham-Kent, Moncton

# Let's Get Excited! Compare to Progress from 2 Years Ago (April 2018)



# Sneak Peek...

## What is Coming Up Next in BFZ-C

# New Staff

- We are excited to welcome Lisa Bell as an Improvement Advisor backfilling Ashley Van Der Mark on her maternity leave.
- Lisa starts April 6<sup>th</sup> – she will have some transition time with Ashley who is planning to depart April 24<sup>th</sup> and return in the New Year 2021.
- Impacted communities have received an e-mail regarding transition plans.
- Read more about Lisa's background on the [CAEH Team page](#).



# Updated Data Rulers Chart and Approach



## DATA RULERS: CHRONIC

[Link to definitions](#)

The following table displays a solid coloured bar for each column achieved, based on their most recently reported month.

Community Name	Most Recent Reported Month	[Pre-Quality By-Name List]			[Post-Quality By-Name List]		
		One Chronic BNL Data Point	Two - Five Chronic BNL Data Points	Complete (6) Chronic BNL Data Points	QBNL Achieved	Quality Reliable Data < 15% margin of error	Quality Balanced Data 100% balanced
Chatham-Kent	January 2020						
Dufferin County	January 2020						
Durham Region	January 2020						
Edmonton	January 2020						
Fort McMurray	January 2020						
Guelph-Wellington	January 2020						
Halifax	January 2020						
Hamilton	July 2019						
Kawartha-Haliburton	December 2019						
Kelowna	December 2019						
Kingston	February 2020						
London	January 2020						
Medicine Hat	January 2020						
Moncton	February 2020						

- There will be a separate chart for veteran data for the Veteran Community Cohort
- New charts and approach begins with the April monthly data reminder e-mail



# Planning Updates to “Scorecards & Tools”

We are batching a number of small updates and tweaks to the Scorecards and Tools document planned to be rolled out in May:

1. **About Your Community Tab**
  - Adding questions about progress with HIFIS/HMIS implementation
2. **By-Name List Scorecard**
  - No changes currently aware of but will review questions for clarity
3. **Coordinated Access Scorecard**
  - Some wording changes to current questions to better align with Reaching Home Coordinated Access Directives and Guide
4. **Provider Participation Tool**
  - Added ‘date last updated’ and ‘person last updated’ fields
  - Added Service Manager/CBO funded (primarily for Ontario and Alberta communities)
  - Clarified HIFIS 4
  - Removed distinction between ‘chronic’ and ‘all’ for adding/referring, and updating
  - Added four other questions to assist with Coordinated Access and completed the CA Scorecard:
    - How many housing resources does the program / provider commit to individuals prioritized on the BNL/CA? Communities would enter #'s for units, subsidies, and case management
    - The provider / program operate more housing resources than they commit
    - Are the commitments documented?
    - Are the eligibility requirements known and documented

- We welcome any input you have over March to make these tools better.

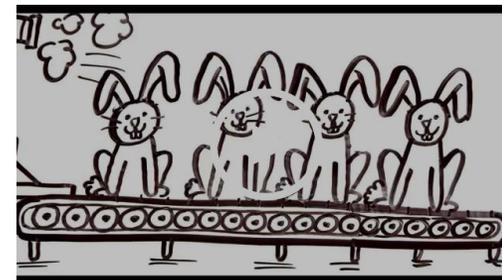
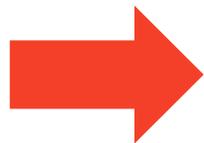
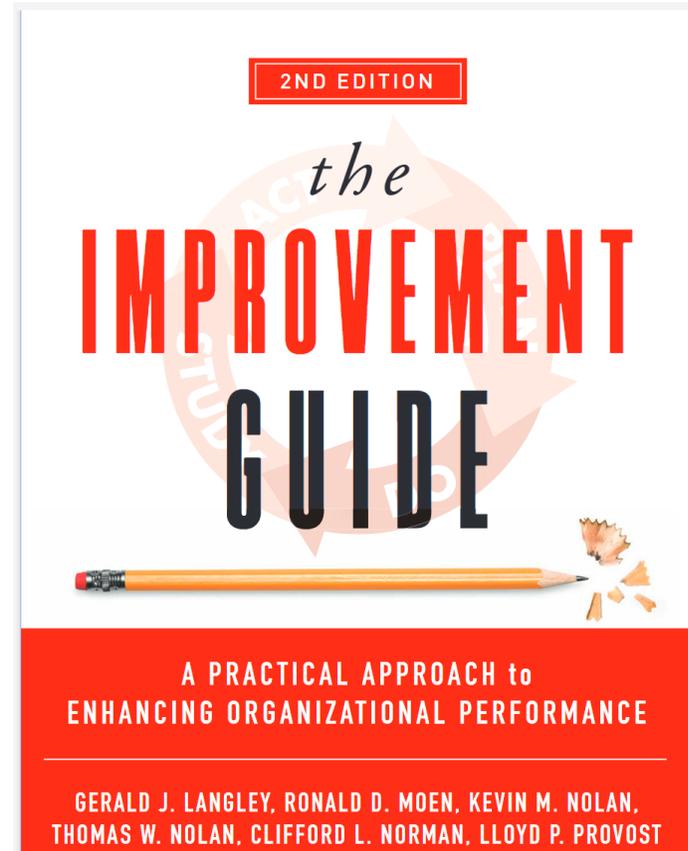
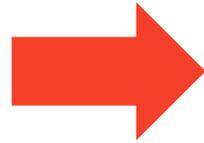
# Beginning to Lean into A Big City Strategy

- Kerri Kightley is taking a lead in strategizing ways to best support big cities in ending homelessness
- Kerri's community grouping was organized with big cities in mind: e.g., Edmonton, Ottawa, Toronto, Winnipeg
- We have linked up with the leads of the Community Solutions Built for Zero Big City Strategy in the US
- CAEH is actively seeking resources to support a big city strategy



# Building Capacity for Improvement

- The BFZ-C Team is group reading the Institute for Health Care Improvements [Improvement Guide](#) – some community leads have started reading this document as well
- Upcoming Group Coaching this action cycle is focussed on Improvement – [sign-up here](#):
  - April 7, 2020 – 3:00 pm EST – How to think about the Implementation of a Change Idea
  - May 5, 2020 – 1:00 pm EST – So you want to be an Improvement Expert
- We are thinking about how to further build improvement capacity on your team
- What do you mean by the Model for Improvement? Watch this [summary video](#) shared in the March 2<sup>nd</sup> BFZ-C Newsletter



# Questions



# Thank You

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