Community Progress Indicators: Veteran Population

Date last updated: April 2021

Overview: Veteran Community Progress Indicators

Built for Zero Canada (BFZ-C) supports communities to achieve milestones that demonstrate success toward system improvements, reductions in veteran homelessness, and, ultimately, a functional end to veteran 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. Veteran CPIs include:

- Veteran Quality By-Name List
- Veteran Baseline Reductions
- Functional Zero Veteran Homelessness (Achieved)
- Functional Zero Veteran Homelessness (Sustained)

The following document is intended to provide a high-level overview of each CPI, the confirmation and sustaining requirements, and details of where CPIs are visualized. More in-depth information is available through links embedded in this document and upon request from info@caeh.ca.

Veteran Quality By-Name List

Definition:

A Veteran By-Name List is a real-time list of all veterans experiencing homelessness in a 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 homelessness).

BFZ-C has aligned its veteran definition with Veteran Affairs Canada. According to Veterans Affairs Canada, a **veteran** includes any former member of the Canadian Armed Forces along with former members of an Allied Forces (e.g., U.S./U.K veteran), former members of the RCMP, former Reservists, Veteran Civilians, and former Canadian Rangers.

A **Veteran experiencing homelessness** includes those who do not have stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it (paraphrased from COH and the Government of Canada's National Housing Strategy).

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 V-QBNL, a community must demonstrate:

- A completed CAEH Basic Veteran 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)

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 V-QBNL, they typically do not lose this status. In rare circumstances, such as a community failing to submit veteran data for an extended period of time, BFZ-C staff may review V-QBNL status to develop a plan for getting back on track.

Visualizations:

V-QBNL status of BFZ-C participating communities is displayed publicly under 'Community Progress' in their public dashboard on the BFZ-C website.

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

Veteran By-Name List

Link to Veteran 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

Veteran Baseline Reductions

Definition:

A community may have achieved a veteran baseline reduction when the number of veterans experiencing 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 veterans experiencing homelessness during their baseline month. A baseline month is determined when a community achieves a Veteran 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 veteran active homeless data increases by 50%.

Confirmation Requirements:

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

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

These requirements are confirmed by Built for Zero Canada staff. BFZ-C, in consultation with the community, may not publicly recognize the achievement depending on the number of veterans experiencing homelessness during the baseline month.

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 remain below their baseline. If a community achieves a baseline reduction and then rises above their baseline, but then gets back below with 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' 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.

Veteran Baseline Reductions

Month	Veterans - Active Homeless
Jan 2020	32
Feb 2020	34
March 2020	31
April 2020	28
May 2020	26
Jun 2020	24
Jul 2020	26
Aug 2020	27
Sep 2020	24
Oct 2020	23
Nov 2020	20

■ Veterans - Active Homeless — 10% Below Baseline ▪▪ 50% Below Baseline

29 (10% Below Baseline) • 16 (50% Below Baseline)

Baseline Month:	Jan 2020	10% Below Baseline:	29
Baseline #:	32	50% Below Baseline:	16

Functional Zero Veteran (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 Veteran Homelessness (FZ-V) is achieved when the number of veterans experiencing homelessness is less than or equal to the number of veterans a community has proven it can house in a month. The FZ threshold is based on the communities' six-month average move-in rate for veterans. The number of veterans experiencing homelessness must be held at or below this FZ threshold (or three or less actively homeless veterans) for at least three consecutive months.

Confirmation Requirements:

To be confirmed as achieving FZ-V, a community must demonstrate:

- At least six consecutive months of veteran QBNL data reliable within the 15% margin of error with no data issues in order to calculate the six-month average housing move-in rate
- Followed by three consecutive months of perfectly balanced data with no data issues where the number of veteran active homelessness is at or below the community's six-month average housing move-in rate (or three or less – whichever is greater). The six-month average move-in number 'locks-in' the first month the community meets their functional zero threshold
- A complete Veteran Functional Zero Assessment Checklist

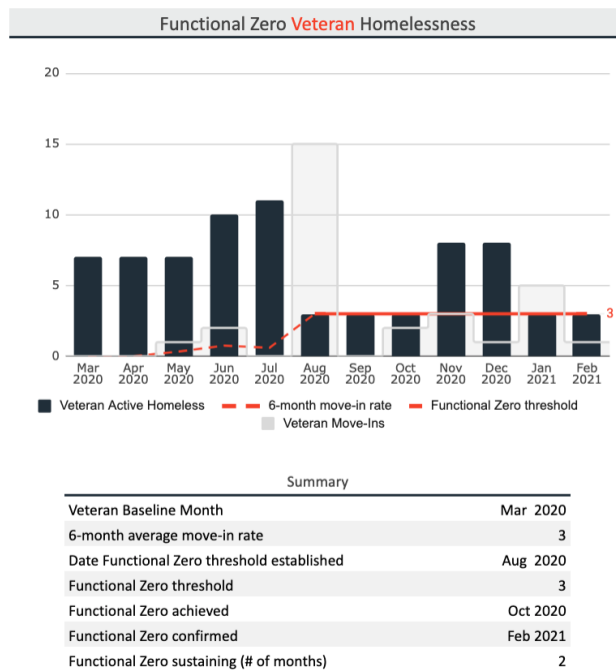These requirements are confirmed by BFZ-C staff.

Sustaining Requirements:

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

Visualizations:

If a BFZ-C participating community is confirmed to have achieved FZ-V, their status will be displayed publicly under 'Community Progress' in their public dashboard on the BFZ-C website.

Participating communities can also monitor their progress toward FZ-V under 'QBNL Data Dashboard' in their Performance Management Tracker. This visualization is added for communities when they have 6 months of V-QBNL data.

Summary	
Veteran Baseline Month	Mar 2020
6-month average move-in rate	3
Date Functional Zero threshold established	Aug 2020
Functional Zero threshold	3
Functional Zero achieved	Oct 2020
Functional Zero confirmed	Feb 2021
Functional Zero sustaining (# of months)	2

Functional Zero Veteran Homelessness (Sustained)

Definition:

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

Confirmation Requirements:

To be confirmed as sustaining FZ-V, a community must demonstrate:

- Achievement of FZ-V
- Consecutive months of veteran active homelessness below the functional zero veteran threshold (*after* Functional Zero Veteran was achieved)

These requirements are confirmed by BFZ-C staff.

Sustaining Requirements:

Once a community is confirmed by BFZ-C for FZ-V (sustained), the community will sustain the status as long as they remain below their functional zero threshold. If a community achieves FZ-V (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 threshold. If it takes more than 6 months for a community to get back below their functional zero threshold (after the initial achievement), they must demonstrate three consecutive months before they are once again recognized for FZ-V (sustained).

Visualizations:

If a BFZ-C participating community is confirmed to have sustained FZ-V, their status will be displayed publicly under 'Community Progress' in their public dashboard on the BFZ-C website.

Participating communities can also monitor their progress sustaining FZ-V under 'QBNL Data Dashboard' in their Performance Management Tracker.