Lessons Learned from Zero:2016 Communities

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Agenda

• Who We Are
• Why We're Here
• Zero: 2016 3 Lessons Learned
• Q&A
• Closing
What is Zero:2016?
Who We Were

The 100,000 Homes Campaign was a national movement of change agents working together to house 100,000 vulnerable and chronically homeless individuals and families by July of 2014. We did it!
Who We Are
Are you ready for zero?

COMMUNITY SOLUTIONS
Apply now at www.zero2016.org
What Has Stayed the Same
What Has Stayed the Same
Jobs and Calling

No one is safe from my enthusiasm
What Changed:

Commitment to **END** veteran and chronic homelessness
Zero, Mayor’s Challenge, and Opening Doors

All communities in Zero: 2016 will end Veterans homelessness (no later than 12/31/16). And, building on that momentum, will end chronic homelessness for individuals (no later than 12/31/16, oops 2017).

NEVER TOO LATE TO START!
Zero:2016 Federal Partners
Zero:2016 Federal Partners
100k Homes Best Practices

1. Implement a concrete plan to tap mainstream funding
2. Setting eligibility criteria for PSH at the community-level rather than the provider level
3. Implement Housing First on a system-wide basis
4. Create and continuously update a prioritized By-Name List of those experiencing homelessness
5. Use shared data to drive decision making
Zero: 2016

Three Key Lessons Learned
Zero: 2016 Three Key Lessons

1. Count down
2. Know the people
3. Track & improve data quality
Lesson 1: Ending Homelessness Means Counting Down
Goal Setting 1.0: The Take Down Target

- 62 Veterans were homeless at the beginning of 2015
- 65 Veterans are estimated to enter homelessness in each year from Jan. 2015 to Dec. 2015
- 127 Veterans will be homeless between Jan. 2015 and Dec. 2015

2015 PIT Count: Homeless during 2015 PIT Count

2015 Inflow (est.): Estimates for Veterans Entering Homeless after PIT thru end of 2015

Total Homeless (est.): Veterans Homeless at some point during 2015
So we asked communities to share their placement #s and mapped them against their targets.
The Trouble with Moving Targets
Goal Setting 2.0 Countdown Dashboard
Lesson 2:
To Count Down You Have to Know the People
From Tracking Just Placements to...

Old Method:

Housing Placements:
# The Beauty of the Balance Check

<table>
<thead>
<tr>
<th></th>
<th>ACTIVELY HOMELESS</th>
<th>PLACEMENTS</th>
<th>MOVED TO INACTIVE</th>
<th>INFLOW</th>
<th>RETURNED TO ACTIVE</th>
<th>NET MONTHLY CHANGE</th>
<th>BALANCE CHECK</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2016</td>
<td>200</td>
<td>35</td>
<td>5</td>
<td>30</td>
<td>4</td>
<td>-6</td>
<td>Yes</td>
</tr>
<tr>
<td>December 2015</td>
<td>206</td>
<td>30</td>
<td>1</td>
<td>32</td>
<td>1</td>
<td>2</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Graph:**
- Returned to Active
- Inflow
- Moved to Inactive
- Placements

**Legend:**
- Returned to Active
- Inflow
- Moved to Inactive
- Placements

**Data Source:**
January 2016: 200
December 2015: 206
Okay, but... This whole list thing seems like a lot of work. Is it really worth it?
Problems with Relying on Aggregated Data
Lesson 3:
For Meaningful Data, You Have to Track & Improve Data Quality
Comparing Apples to Oranges
## By-Name List Improvement Tool

<table>
<thead>
<tr>
<th>Veteran BNL Scorecard Questions</th>
<th>Individual Question Max Score</th>
<th>Quality Threshold Question?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Include all populations on By-Name List</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>2. Put into place inactive/no-contact policy</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>2a. Describe what happens when client reaches no-contact threshold</td>
<td>Free text answer, no score</td>
<td>No</td>
</tr>
<tr>
<td>3. Track homeless status, including dates that any status changed</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>4. &gt;75% of CoC is covered by a coordinated outreach system</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>4a. Describe how CoC covers area</td>
<td>Free text answer, no score</td>
<td>No</td>
</tr>
<tr>
<td>5. &gt;75% of housing providers report data into BNL via common assessment tool</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>6. Lead agency or owner of BNL in place</td>
<td>1</td>
<td>No</td>
</tr>
<tr>
<td>7. BNL includes HMIS ID or other unique identifier to facilitate de-duplication</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>8. Time-bound fields (e.g. date of assessment, date housed) included in BNL</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>9. Process in place to add individuals who are unable to undergo common assessment</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>9a. Describe assessment refusal process</td>
<td>Free text answer, no score</td>
<td>No</td>
</tr>
</tbody>
</table>
## Data Quality: Goal Setting/Tracking Improvement

<table>
<thead>
<tr>
<th>Timestamp</th>
<th>Score</th>
<th>Quality Threshold?</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/17/2016</td>
<td>4</td>
<td>No</td>
</tr>
<tr>
<td>4/15/2016</td>
<td>7</td>
<td>No</td>
</tr>
<tr>
<td>5/25/2016</td>
<td>10</td>
<td>Yes</td>
</tr>
</tbody>
</table>

![Graph showing the progression of scores over time](graph.png)
Data Quality: Goal Setting/Tracking Improvement

% Necessary Participants at Meeting

- Outcome
- Median

Dates: 9/18/2015 to 5/26/2016
Any Questions?
Zero: 2016 Three Key Lessons

1. Count down
2. Know the people
3. Track & improve data quality
Now Go Kick Some Ass