

Keynote Address

Jake Maguire | Leslie Wise

Community Solutions (USA)

Going Downstream to get upstream:
Thoughts on Using By-Name List Data to Understand and Reduce Inflow

Brought to you by



**Government of
South Australia**

Quick Update:

The Australian Reduce to Zero Action Lab

Why a By-Name List?

SMARTER TRIAGE

- Target limited housing resources to the most vulnerable individuals and families
- Stretch resources further by connecting people to the most cost effective support to meet their needs

IMPROVED SYSTEMS

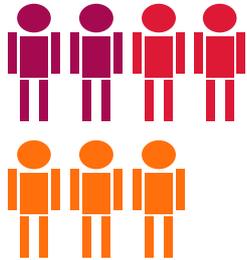
- Use aggregate data to see trends, flag bottlenecks, and identify improvement opportunities across your system
- Test new strategies and know quickly whether your efforts are reducing homelessness

RESOURCE ADVOCACY

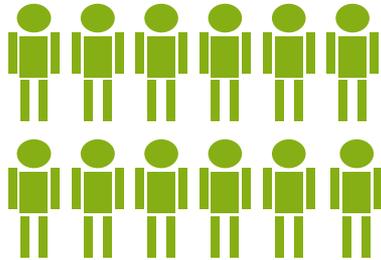
- Ground your advocacy in concrete data
- Use monthly data trends to make stable projections and quantify your projected resource gaps

Six Key Data Points

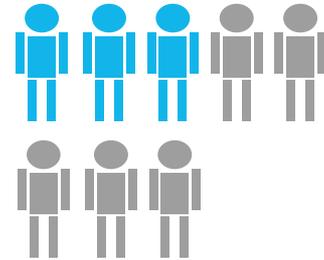
INFLOW



ACTIVELY HOMELESS



OUTFLOW



INFLOW:
NEWLY
IDENTIFIED



INFLOW:
RETURNED
FROM HOUSING



INFLOW:
RETURNED
FROM INACTIVE



OUTFLOW:
HOUSING
PLACEMENTS

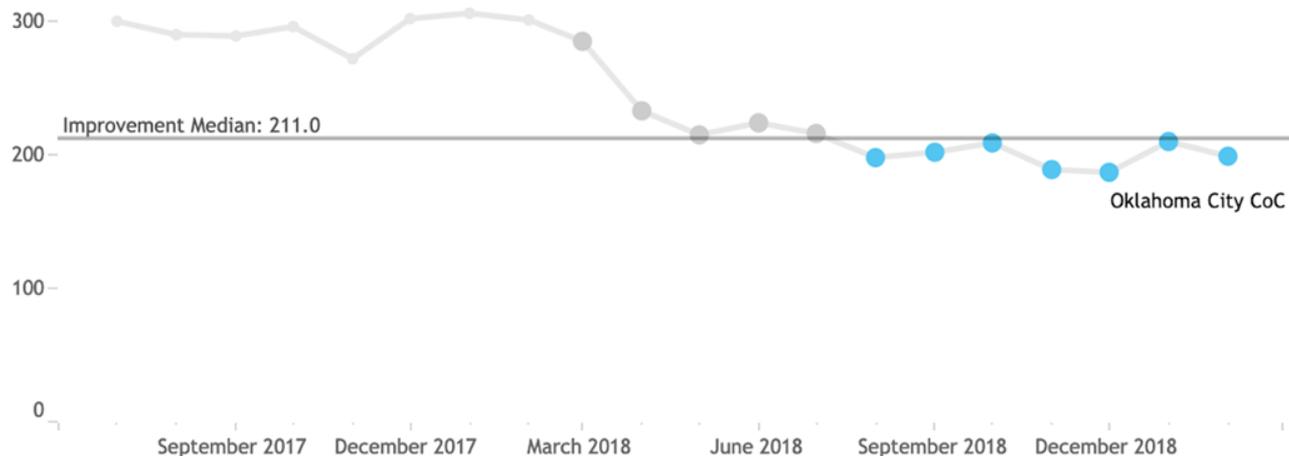


OUTFLOW:
MOVED TO
INACTIVE

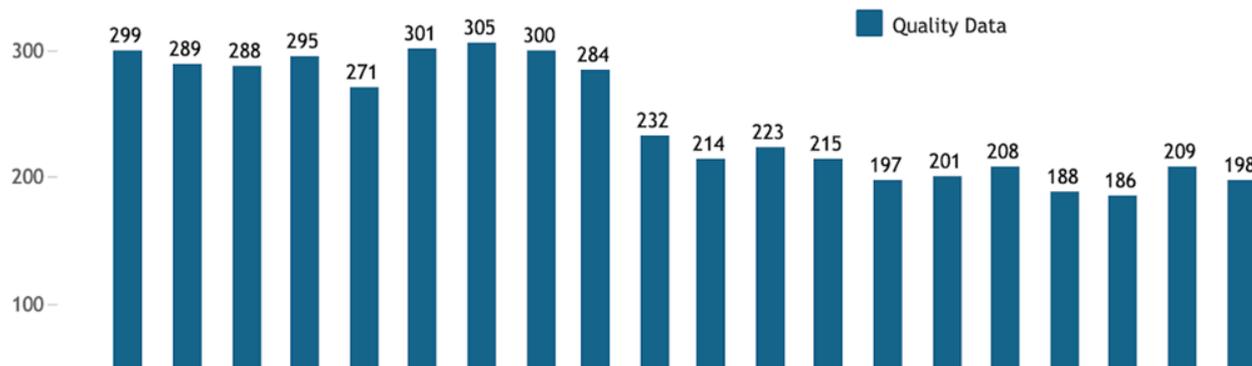
While We're Waiting...

Concrete thoughts on reducing inflow into homelessness by next month, or even sooner, because real people are counting on us right now and the Revolution is taking a very long time

Actively Homeless Monthly Veteran data with signal indicators for Shifts



Actively Homeless Population Monthly count for Veteran subpopulation(s)



INSTRUCTIONS

Select your community from the drop-down menu below and use filters to adjust the data. You'll be able to see additional information by hovering over the charts.

NOTE: Numbers reflect self-reported community data (submitted using the form below).

Got questions? Email us at bfzdatasupport@community.solutions

DASHBOARD FILTERS

Select Community

Oklahoma City CoC

Select Subpopulation

Veteran

Data to Display

Quality Data

Select Time Range

July 2017

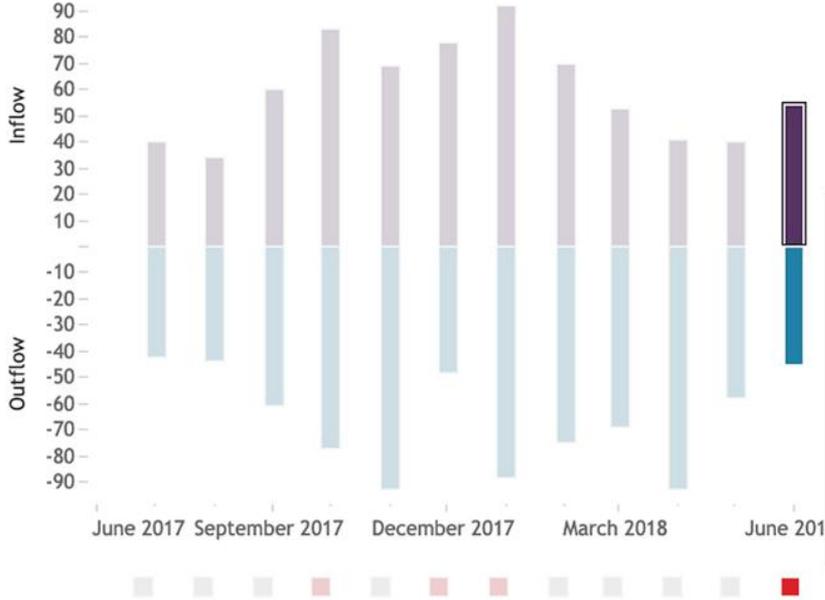
February 2019

Understanding Shift Signal

A blue dot will appear when 6 or more consecutive points are below the median. Use this signal to identify positive shifts. A grey dot will appear when 6 or more consecutive points are below a previous

Monthly Inflow & Outflow

Red square at bottom indicates Inflow exceeded Outflow



Oklahoma City CoC | June 2018
 Inflow: 54
 Outflow: 45

Breakdown of Inflow

- % Returned to Active from Housing: 0.0%
- % Returned to Active from Inactive: 40.7%
- % of Total Newly Identified: 59.3%

Inflow exceeded Outflow

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DASHBOARD FILTERS

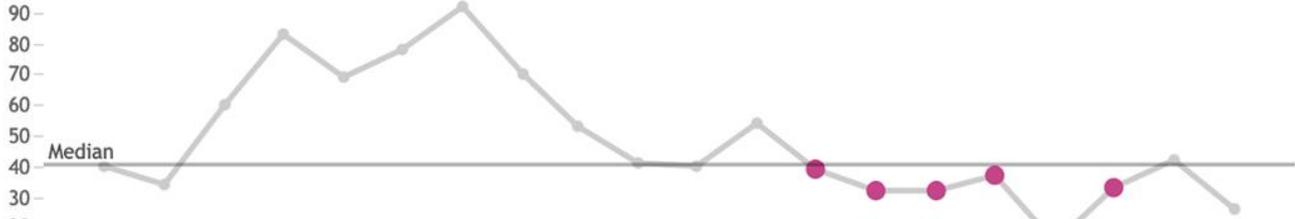
Select Community: Oklahoma City CoC

Select Subpopulation: Median

Items to Display: Quality Data

Inflow Total

Use drop-down at right to adjust metric displayed



Select Time Range

July 2017 to February 2019

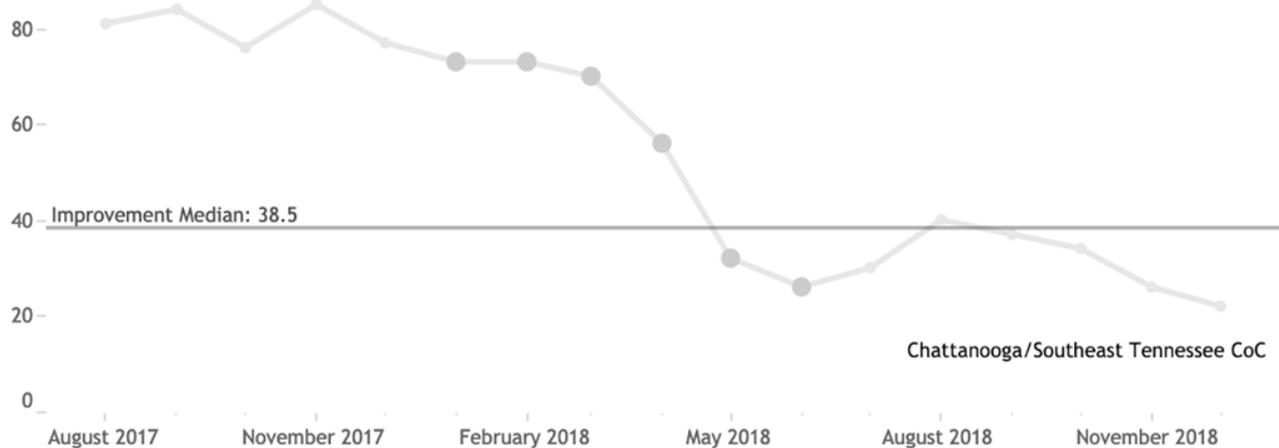
Select Metric to Display

Inflow Total

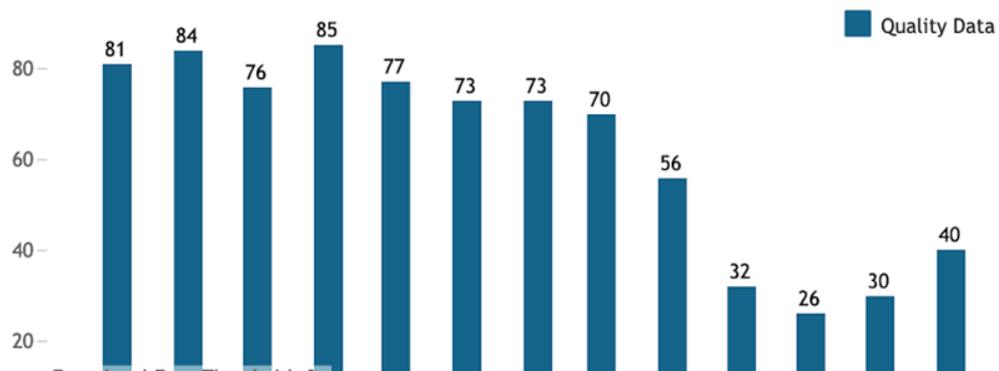
Understanding Shift Signal

A pink dot will appear when 6 or more consecutive points are above or below the

Actively Homeless Monthly Veteran data with signal indicators for Shifts



Actively Homeless Population Monthly count for Veteran subpopulation(s)



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DASHBOARD FILTERS

Select Community

Chattanooga/Southeast Tennessee CoC

Select Subpopulation

Veteran

Data to Display

Quality Data

Select Time Range

August 2017

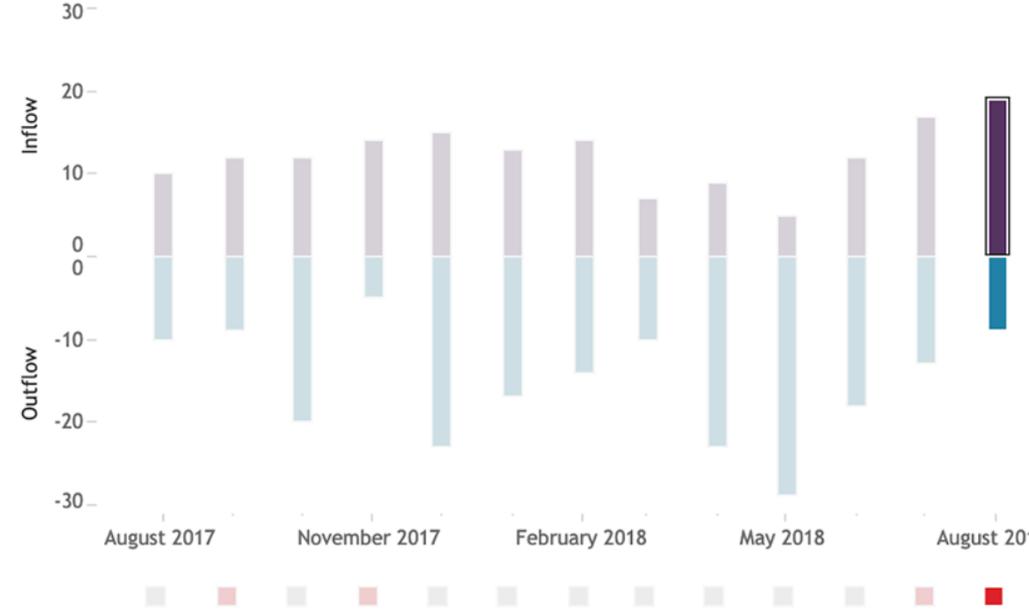
December 2018

Understanding Shift Signal

A grey dot will appear when 6 or more consecutive points are below a previous median. Use this signal to identify historical shifts.

Monthly Inflow & Outflow

Red square at bottom indicates Inflow exceeded Outflow



INSTRUCTIONS

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Got questions? Email us at [support@...](#)

Chattanooga/Southeast Tennessee CoC | August 2018
Inflow: 19
Outflow: 9

Breakdown of Inflow

- % Returned to Active from Housing: 26.3%
- % Returned to Active from Inactive: 0.0%
- % of Total Newly Identified: 73.7%

Inflow exceeded Outflow

Inflow Total

Use drop-down at right to adjust metric displayed

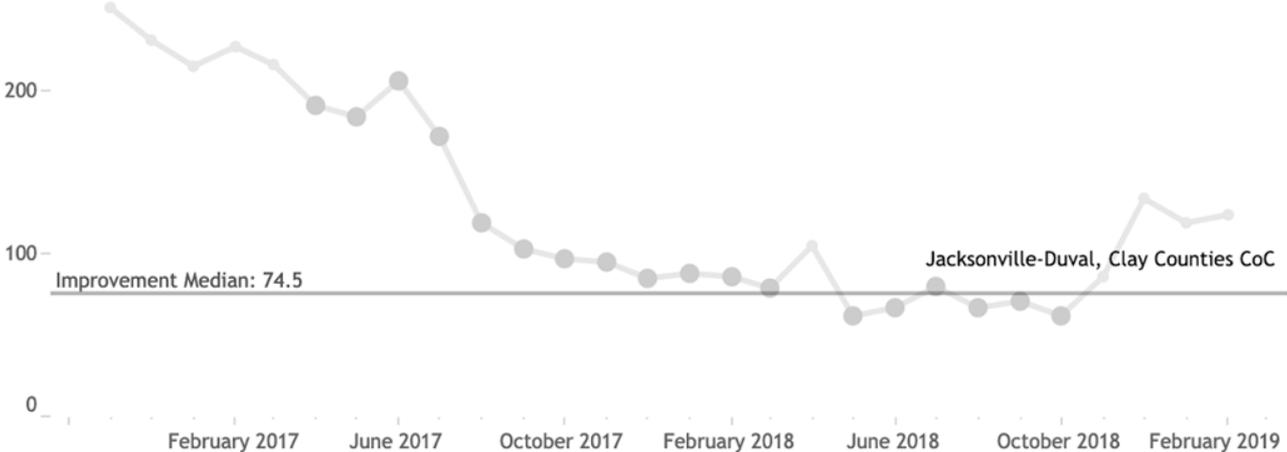


Select Time Range
 August 2017 December 2018

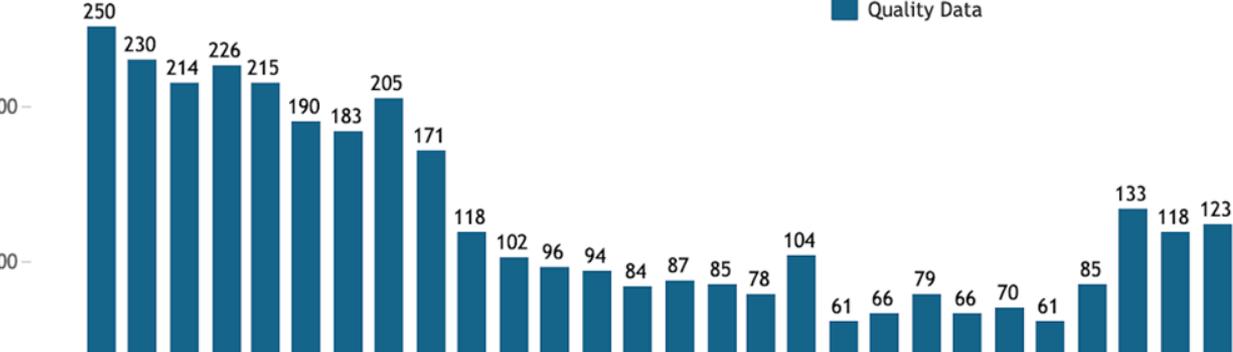
Select Metric to Display
 Inflow Total

Understanding Shift Signal
 A pink dot will appear when 6 or more consecutive points are above or below the

Actively Homeless Monthly Veteran data with signal indicators for Shifts



Actively Homeless Population Monthly count for Veteran subpopulation(s)



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DASHBOARD FILTERS

Select Community

Select Subpopulation

Data to Display

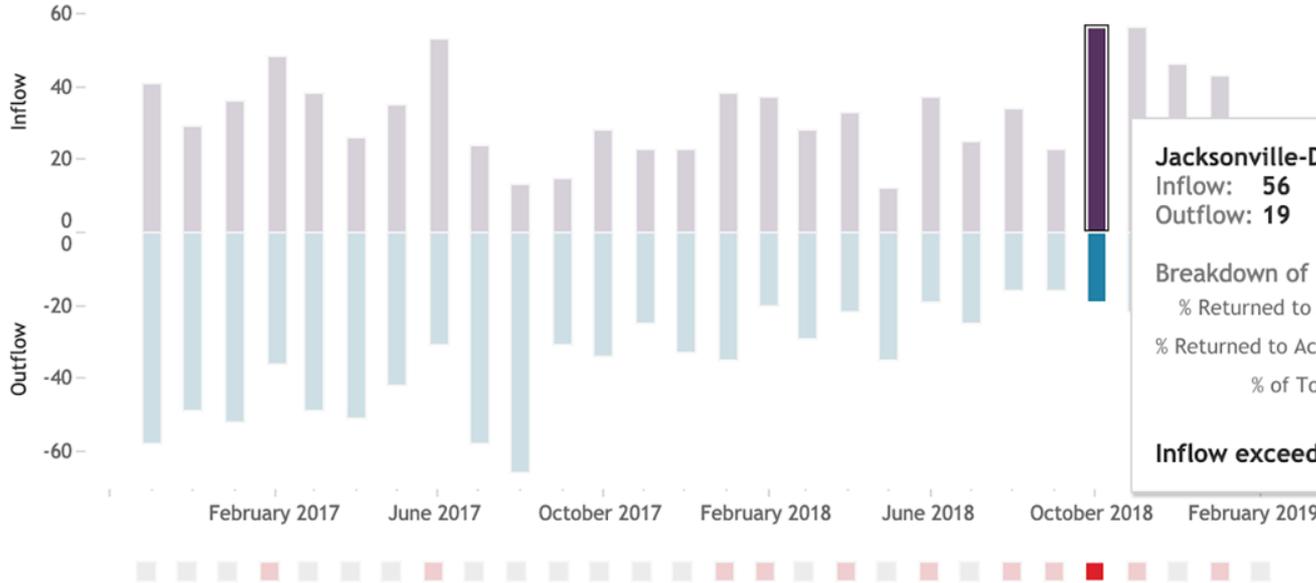
Select Time Range

Understanding Shift Signal

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Monthly Inflow & Outflow

Red square at bottom indicates **Inflow** exceeded **Outflow**



INSTRUCTIONS

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NOTE: Numbers reflect self-reported community

Jacksonville-Duval, Clay Counties CoC | October 2018
Inflow: 56
Outflow: 19

Breakdown of Inflow

- % Returned to Active from Housing | 1.8%
- % Returned to Active from Inactive .. | 0.0%
- % of Total Newly Identified | **98.2%**

Inflow exceeded Outflow

Data to Display

Quality Data

Select Time Range

November 2016 February 2019

Select Metric to Display

Inflow Total

Inflow Total

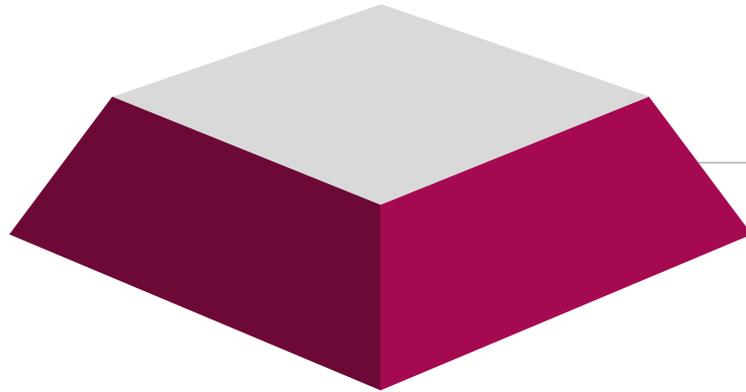
Use drop-down at right to adjust metric displayed



Understanding Shift Signal

A pink dot will appear when 6 or more consecutive points are above or below the

Improvement Opportunities in a System



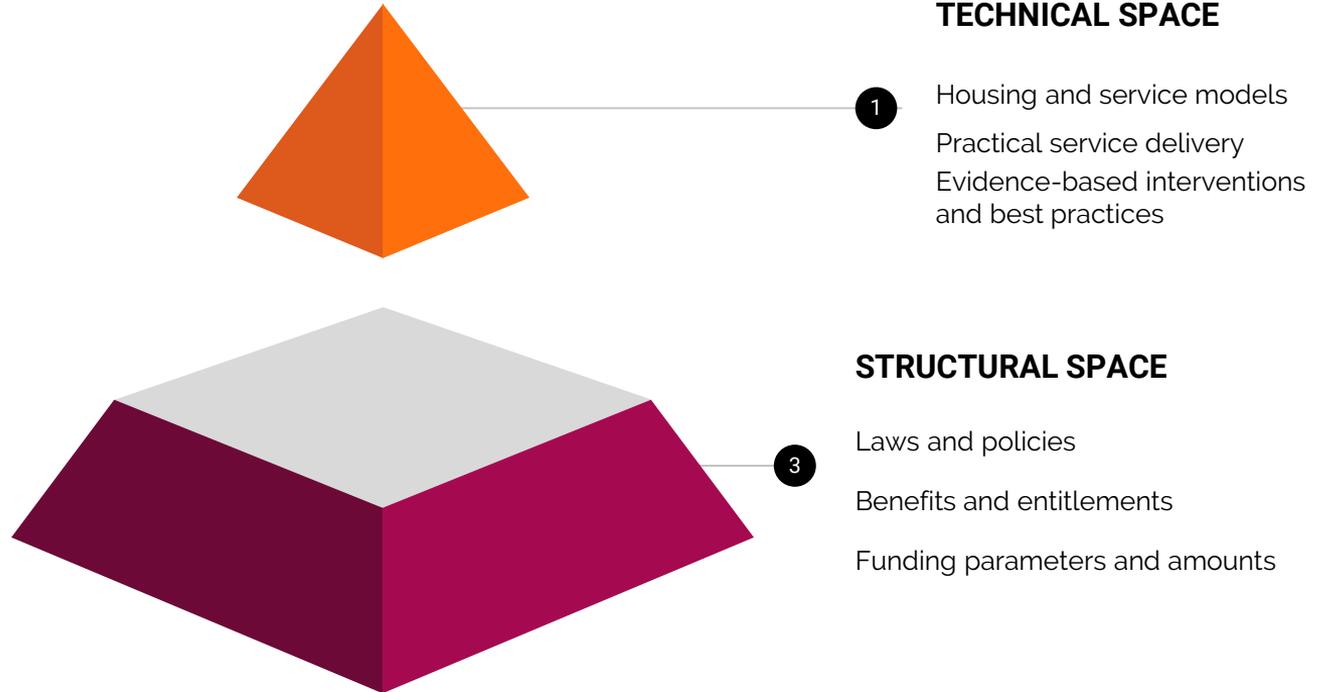
STRUCTURAL SPACE

Laws and policies

Benefits and entitlements

Funding parameters and amounts

Improvement Opportunities in a System



Improvement Opportunities in a System

IMPLEMENTATION SPACE

How structure get translated into technical behavior

How systems do/don't collaborate

How the pieces fit together around the user



TECHNICAL SPACE

- 1 Housing and service models
Practical service delivery
Evidence-based interventions and best practices

STRUCTURAL SPACE

- 3 Laws and policies
Funding parameters and amounts

Technical Case Study: Roanoke, VIRGINIA



Implementation Case Study: Rockford, ILLINOIS



Test of Change: Pre-Empting Evictions

Aim:

- Decrease inflow

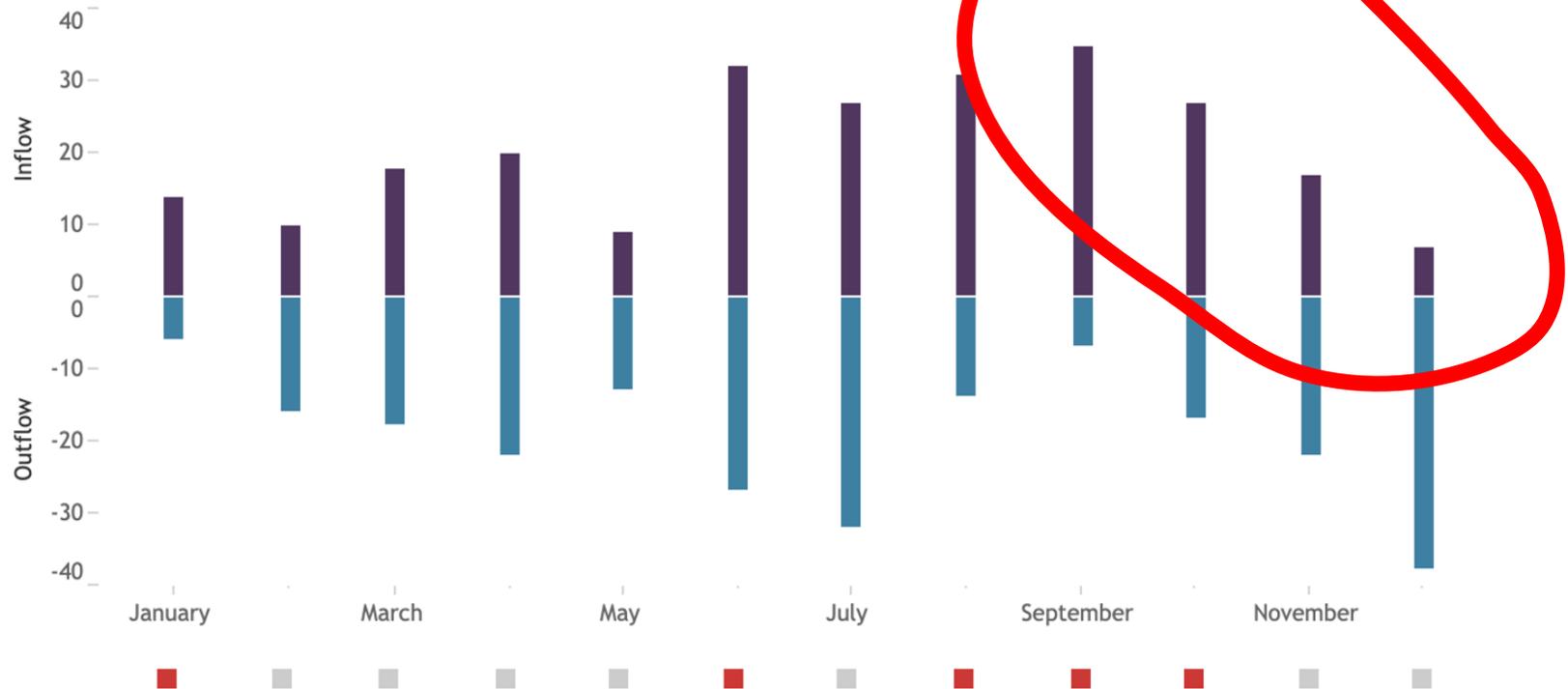
Process Measure Targeted:

- Evictions

Strategy Tested:

- Target individuals with 5-day eviction notices
- Incorporate landlord mediation & repayment plan

Achieving Reductions in Inflow



Evolution of Responses to Homelessness

1

First Generation: **Emergency Responses**

Goal:

- Keep person in front of me alive

Strategies:

- Shelters + transitional housing
- Soup kitchens
- Street outreach focused on:
 - Food
 - Healthcare
 - Shelter referral

2

Second Generation: **Solution-oriented Programs**

Goal:

- House person in front of me

Strategies:

- Supportive housing
- Portable rental subsidies
- Housing first
- Assertive Community Treatment
- Prevention initiatives

3

Third Generation: **Timebound Coordinated Efforts**

Goal:

- House lots of people quickly

Strategies:

- Audacious goals + deadlines
- By-name street registries
- Assertive, housing-focused outreach
- Housing-focused shelters
- Case conferencing
- System performance data

Evolution of Responses to Homelessness

4

Fourth Generation: **Accountable Community Systems**

Goal:

- Sustain a permanent end to homelessness

Strategies:

- Accountable, multi-agency team
- Shared, real-time, by-name data + analytics
- Universal triage linked to evidence-based recommendations
- Robust investment in range of permanent housing options
- Public investments in people, not programs

Thank you



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